

HUSITA Blog Archive

Published posts from husita.org, 2013–2023

This preservation copy contains 86 published blog posts exported from the HUSITA WordPress website. Posts are presented chronologically and retain their title, publication date, author when recorded, original URL, categories/tags, and readable text. Image and embedded-media URLs are listed when present; the media files themselves are not embedded in this PDF.

Prepared from the WordPress export generated August 17, 2026. This PDF is intended as a readable companion to the preserved source files in the Internet Archive item.

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Call for papers

Published: May 19, 2013

Categories: JTHS

Tags: eLearning

Original URL: <https://husita.org/call-for-papers/>

Special Issue Journal of Technology in Human Services

The Use of Technologies in Human Service Education and Training

Special Issue Editors:

Andrew Quinn, PhD, MSW, University of North Dakota

I

Melanie Sage, PhD, MSW, University of North Dakota

<http://www.husita.org/wp-content/uploads/2013/05/JTHSCover.jpg>

The editors of this special edition of the Journal of Technology in Human Services, a Routledge/Taylor Francis publication, are seeking submissions related to the use of technology in human service education and training. Possible examples include the innovative uses of technology in the academic classroom, assignments in which students produce their work using digital media, internships and field work that incorporate creative uses of technology, and innovative use of technology in on-the-job training in human service settings. Case studies and application descriptions will be considered in areas where little research exists; priority consideration will be given to papers that report research outcomes.

Key Dates

1. Submit a 1-2 page summary or annotated outline of the proposed paper by 04/01/2013 (suggested, but optional).
2. Manuscripts due by 06/15/2013.
4. Review process to be completed with notifications of acceptance and or revisions by 08/01/2013.
5. Final manuscripts due by 09/15/2013.
6. Publication target date 12/15/2013.

Further information and submission details. (<http://www.tandf.co.uk/journals/cfp/wthscfp2.pdf>)

Media references from the original post:

Image: Cover of the Journal of Technology in Human Services. —

<http://www.husita.org/wp-content/uploads/2013/05/JTHSCover.jpg>

ePortfolios and Innovative Teaching

Published: October 31, 2013

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/eportfolios-and-innovative-teaching/>

http://www.husita.org/wp-content/uploads/2013/10/MU_Fitch_14.jpg

Congratulations to Dr. Dale Fitch, Professor of Social Work at the University of Missouri and Secretary of the husITa Board, for his recent SAGE/CSWE

Award for Innovative Teaching in Social Work Education (<http://www.cswe.org/68869.aspx>)

.

You can find out more about Dale's award winning innovation in this SAGE interview (<http://connection.sagepub.com/blog/2013/10/31/an-award-winners-take-on-eportfolio-s-and-innovative-teaching/>)

.

Media references from the original post:

Image: Dale Fitch — http://www.husita.org/wp-content/uploads/2013/10/MU_Fitch_14.jpg

New husITa board members confirmed

Published: December 29, 2013

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/new-husita-board-members-confirmed/>

The husITa board election results have been officially approved by the board. Three current board members were re-elected and two new members added. The 2014 board and expiration years are as follows:

Neil Ballantyne (2015), Klaus Bredl (2014), Randy Basham (2014), Derek Coursen (2016), Dale Fitch, Secretary (2015), Paul Freddolino (2014), Hein de Graaf (2014), Ann Lavan (2014), Robert MacFadden (2015), Gokul Mandayam (2016), Goutham Menon (2015), Gareth Morgan, Vice Chair (2016), Andrew Quinn, Treasurer (2016), Melanie Sage, (2015), Dick Schoech, Chair (2015), Yu Cheung Wong (2016).

You can view board members' locations and affiliations in the map below.

Enjoy the Holidays.

Dick Schoech, husITa Chair

Professor & Editor Emeritus, Journal of Technology in Human Services.

Media references from the original post:

Embedded media — https://mapsengine.google.com/map/embed?mid=zjfQyXtK_oHc.k6j6SNdt4XU8

Registration for husITa14 is now open

Published: January 15, 2014

Author: Neil Ballantyne

Categories: husITa events

Tags: #husITa14

Original URL: <https://husita.org/registration-for-husita14-is-now-open/>

Registration for husITa14 in Melbourne, Australia is now open.

husITa members (members of the
husITa mailing list (<http://www.husita.org/mailling-list/>)
) can receive a discount in their husITa14 registration fees.

Please note that early bird registration must occur before 2nd May 2014

For details see members fees at the
SWSD site (<http://www.swsd2014.org/registration/fees-and-inclusions/>)
.

Thoughts on developing human service applications

Published: March 05, 2014

Author: Neil Ballantyne

Categories: husITa board blogger

Tags: app development, apps

Original URL: <https://husita.org/thoughts-on-developing-human-service-applications/>

Dick Schoech

When viewing a human service software application, have you ever said to yourself, “I could have developed that!” This brief guide helps you think through the rewards and cautions regarding your decision to develop a human service software application, or app for short.

Rewards

- Apps are fun to develop as they usually require creatively working in a close team.
- Initial funding is often relatively easy to obtain if the app sounds like a good idea.
- App development is rewarding because it is easy to see the power that technology adds to the solutions to human service problems.
- Seeing your app being used is very rewarding.

Cautions

- When applying the power of technology to any problem solution, we should expect many difficulties.
- Select your development team members cautiously. They will often be with you for the life of the app.
- Often, those who are good at app development are horrible at sales and marketing.
- Apps work best for addressing problems where the solution involves highly repetitive processes delivered to many clients, and where agreement exists on the solution. Leave novel, one of a kind solutions for human experts who can quickly and easily change and adapt to the circumstances at hand.
- Once programmed into software, a problem solution is hard and expensive to change.
- It is usually easier to get those in need to use an app than to get agencies and their staff to adopt an application.
- Your app can provide a great solution, but fail because use is not reimbursable or it requires users to

change their work or living patterns and habits. Organizations typically seek to avoid change and people usually do not like to change.

-

Staff may have to work harder to handle the additional communications with clients required by an app. If staff are already overworked, the agency could incur more liability for not quickly responding to client communications. Examine whether your app opens you or anyone else up for a lawsuit before development begins.

-

Technology, especially hardware, changes fast and major changes happen every few years. This is especially true in the mobile marketplace. Have a plan for funding app maintenance and future enhancements before you begin.

-

The app world is full of dangers, e.g., hackers, malware, privacy invasions, etc. Since the human services involve people with their problems, confidentiality and security are paramount. Apps must meet very high standards of privacy and security. These standards can be costly and time consuming to meet.

-

Copyright and intellectual property can become difficult to safeguard. Laws may not exist or be outdated. Some intellectual property and liability problems may require years before they are resolved in the courts.

-

Many app projects fail due to complexity, e.g., the affordable care act had many problems due to the complexity of linking many databases. The software development failure rate is high.

-

If you are working on the cutting edge, expect to bleed often.

Don't be discouraged by this long list of cautions. They are only intended to let you know what you are getting into before you begin. Many simple, elegant apps need to be developed to help people solve their problems. The app you develop could be one of those.

Image credit | Flickr |

Arne Kuilman (<http://flic.kr/p/9TGhB4>)

Best human services app award

Published: March 23, 2014

Author: Neil Ballantyne

Categories: Apps

Tags: #husITa14, app development, apps

Original URL: <https://husita.org/best-human-services-app-award/>

Nominations are sought for an individual or organization to receive the husITa Best App Award of \$1000. An app is any use of computer or mobile device software to address a human service problem or a personal challenge that requires information technology. Self-nominations are accepted and the nomination process ends on

April 20, 2014

(now extended till

April 30, 2014

). husITa

listserv members (<http://www.husita.org/connect/mailling-list/>)

will vote for the best app, while the

husITa Board (<http://www.husita.org/about-us/the-board/>)

will make the final decision. The winner will be announced at the

husITa14 Conference (<http://www.husita.org/conferences/>)

in Melbourne Australia, July 9-12, 2014. To make a nomination go to the

Best App Award nomination form (<https://www.surveymonkey.com/s/9HST9TH>)

. The purpose of this competition is to recognize outstanding software applications that support husITa's mission-- promoting the ethical and effective use of information technology to better serve humanity.

husITa14 program and abstracts

Published: April 28, 2014

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/husita14-programme-and-abstracts/>

The

program for the #husITa14 subtheme (<http://www.husita.org/husita14-programme/>)

of the Joint World Conference on Social Work and Social Development is now available. Each

#husITa14 paper has a web page where a powerpoint and audio recording will be accessible after the conference. These pages can also be used to comment and discuss the relevant paper.

Please use the hashtag #husITa14 to discuss the program on social media.

Designing learning in the attention economy

Published: June 15, 2014

Author: Neil Ballantyne

Categories: Uncategorized

Tags: eLearning

Original URL: <https://husita.org/designing-learning-in-the-attention-economy/>

When petabytes of data are accessible to anyone with a digital device, information is no longer a scarce commodity. In the information age it is human attention that is in short supply. This is a well known problem for anyone with a message to communicate on the internet. It's an even bigger issue for those of us designing learning materials, especially online or distance learning materials. We not only need to capture and hold attention, we must encourage learners to invest mental effort in developing new skills and understanding. This is true for educators developing formal programmes of professional education, employers designing work-based learning, and not-for-profit agencies involved with online public education or awareness-raising campaigns.

Clark (1999) suggests that effective learner engagement requires three things:

- active engagement or choice
: learners may be required to undertake learning, or plan to do so, but they can't learn anything unless and until they choose to engage;
- persistence
: once a learner decides to engage they must ignore all distractions and work steadily towards a goal in a focused way, sometime returning to the learning materials again and again over time; and
- mental effort
: in other words it's not enough to attend and persist, learning requires active work.

So how do we create compelling designs that encourage learners to choose, persist and exert effort? The good news is that we have a lot of evidence about what motivates learners. John Keller (1999, 2010) has combined much of it into a model of motivational learning design known by the handy acronym of ARCS. ARCS stands for

A
ttention,
R
elelevance,
C
onfidence and
S

atisfaction: four related dimensions with implications for the design of learning materials. The model, and its underpinning evidence, is explored in great detail in Keller (2010) and summarised in Keller (1999). Here it is in a nutshell:

- Attention
is about capturing a learners interest, stimulating an attitude of enquiry and encouraging knowledge

seeking behaviour. How you achieve this is limited only by your imagination but tactics might include a provocative or disconcerting image, situation or idea. You might start with a puzzle that needs to be solved, or a story that intrigues. Maintaining attention throughout a learning episode requires variety and a constant flow of different challenges. A formulaic approach will be spotted quickly and lead to anticipation, boredom and disengagement.

-

Relevance

is a critical component of any learning experience. You need to communicate clearly how learning connects with the needs of learners, why the learning is important, and how it will help them to achieve their goals. Can they choose personally meaningful pathways through the material? Is it clear how this connects with and adds to what they already know and can already do?

-

Confidence

is required if learners are to persist with learning materials. Confidence is conveyed when learners feel in control, when expectations are clear, when they can make choices, and when they are challenged but not overwhelmed. Constructive feedback and offering a range of ways to succeed also support learner confidence.

-

Satisfaction

derives from participating in learning experiences that are personally or professionally meaningful, that provide a sense of achievement, that offer recognition and a sense of having accomplished something of value. Social recognition and the ability to share achievements through social media or digital badges can also help.

So far so good. But what does this look like in practice? Lifesaver is an award winning app produced by the UK Resuscitation Council. This not-for-profit organisation wanted to promote public awareness and understanding about what to do in the event of a cardiac arrest. Many hundreds of thousands of people have an out of hospital cardiac event each year but fewer than 10% survive. Yet, if someone starts CPR (cardiopulmonary resuscitation) before an ambulance arrives, a person's chances of survival can be doubled. Lifesaver is a crisis simulation programme that can be played on the web a smartphone or tablet. It consists of three interactive video clips where the learner enters the scene as a potential life saver and must make several key decisions and take actions – including delivering simulated CPR – before the paramedics arrive. Lifesaver won four gold and one silver award at the UK E-Learning Awards in 2013, the first quadruple gold win.

The video below shows some expert users interacting with the app and commenting on its value. As you listen to the video think about the ARCS criteria: how does the app grab attention, convey relevance, inspire confidence and offer satisfaction.

One final comment, although Lifesaver is an excellent example of a well designed learning resource, you don't need to blow your budget on interactive video to engage your learners. There is no evidence that any one media (video, audio, image or text) is better than any other for effective learning. You can create compelling learning materials with plain old text and some supporting images; it's the learning design that matters.

Download the

Lifesaver app (<http://www.resus.org.uk/pages/lifesaver.htm>)

.

[This post is a short version of "Optimizing Engagement with Evidence-based eLearning" a talk presented at EduTECH14 (<http://www.edutech.net.au/>), in Brisbane, Australia. It also appears on the Learning Designs (<http://learningdesigns.co.nz/2014/06/15/learning-design-in-the-attention-economy/>) blog.]

References

Clark, R. E. (1999). The CaNE (Commitment and Necessary Effort) model of work motivation: A two-stage process of goal commitment and mental effort. In J. Lowyck (Ed.), Trends in corporate training . Leuven, Belgium: University of Leuven Press.

Keller, J. M. (1999). Using the ARCS Motivational Process in Computer-Based Instruction and Distance Education.

New Directions for Teaching & Learning. Summer99

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1999

(78).

Keller, J. M. (2010).

Motivational design for learning and performance: The ARCS model approach

. Berlin, Germany: Springer.

Image credit

: Flickr

Nathan Rupert (<https://flic.kr/p/7ND5kr>)

Media references from the original post:

Embedded media — [//www.youtube.com/embed/tdr6Eu2alxs](http://www.youtube.com/embed/tdr6Eu2alxs)

W3C group launches forum for human service data standards

Published: June 26, 2014

Categories: Uncategorized

Tags: W3C

Original URL: <https://husita.org/w3c-group-launches-forum-for-human-service-data-standards/>

http://www.husita.org/wp-content/uploads/2014/06/W3C_logo.jpg

There's a growing recognition that for the human services to be effective, autonomous programs must learn to operate in concert, as though they were parts within a single whole. Making that happen will mean

rewiring the sector (<http://humanserviceinformatics.wordpress.com/2013/11/25/futurism-rewiring-the-human-service-sector-to-become-a-responsive-whole/>)

to share more information across organizational borders. That, in turn, depends on developing strong data standards.

There are already important efforts to build standards for specific purposes. For example, the National Information Exchange Model (NIEM) has developed its

domain for children, youth and family services

(<https://www.niem.gov/communities/cyfs/Pages/about-cyfs.aspx>)

; the Alliance of Information and Referral Systems (AIRS) has its

exchange standard for community resource data

(<http://www.airs.org/i4a/pages/index.cfm?pageid=3363>)

. And there are others.

What's not clear, though, is where and how the biggest conversation will happen: Where can stakeholders of all kinds stand back, look at all these emerging efforts, and work together to mesh them, eventually, into one overall system of interlocking human service data standards?

Enter the

W3C Human Services Community Group (<http://www.w3.org/community/humanservices/>)

. Under the aegis of the World Wide Web Consortium (W3C), the main international standards body for the Web, this new forum aspires to offer a broader conversation space than has existed so far. It's meant to bring together different substantive areas of human service work; to bridge the gap between government and nonprofit service providers; and to support diverse stakeholder purposes—such as exchange of data for operational workflow and collection of data for performance measurement, evaluation and policy research. The group is intended to be international, promoting conversation in the space between national systems; and since it is open to public participation, it will be able to incorporate perspectives from unaffiliated community data efforts.

As a broad conversation space, the W3C group can support existing standards in a lot of ways. It can affirm, inherit, refer to and build upon the vocabularies and structures that have already been created. It can also serve as a staging ground for creating new vocabularies and structures that could then be incorporated into existing standards.

Eric Jahn, one of the originators of the new group, envisions that it will eventually spawn many sub-groups to address different angles of human service data. For example, sub-groups could work on developing generalizable models expressed in Unified Modeling Language (UML) or as Entity-Relationship Diagrams (ERDs); could review and improve taxonomies and ontologies used in

specific areas of human service practice; and could clarify and tightly define human service terms that are problematic because of ambiguity or idiosyncrasies of usage.

Jahn is already spearheading the creation of a sub-group on creating Linked Open Vocabularies (<http://lov.okfn.org/dataset/lov/>) (LOV) for the human services. He recently produced a paper for the Alliance of Information and Referral Systems (AIRS) entitled Making Information and Referral Resource Data More Accessible (<http://alexandriaconsulting.com/Members/ejahn/docs/making-information-and-referral-accessible>) that explains how LOV could be used to create linkages between independent silos of community resource data, thereby forming a federated system of information and referral that would be searchable from a single gateway.

You can participate in the conversations at W3C Human Services Community Group (<http://www.w3.org/community/humanservices/>) by first creating an account at W3C and then joining the group.

—Derek Coursen

Media references from the original post:

Image: W3C_logo — http://www.husita.org/wp-content/uploads/2014/06/W3C_logo-300x180.jpg

Speech of thanks from the 2013 winners of best JTHS article

Published: July 02, 2014

Author: Neil Ballantyne

Categories: JTHS

Original URL: <https://husita.org/speech-of-thanks-from-the-2013-winners-of-the-best-article-in-jths/>

Klaus Bredl and Julia Hünninger from the Institute for Media and Educational Technologies, Augsburg University, Germany offer their thanks to husITa for recognition of the special issue of the Journal of Technology in Human Services on

Methods for Analyzing Social Media (<http://www.tandfonline.com/toc/wths20/30/3-4#.U7STD42Sz4E>)

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Media references from the original post:

Embedded media — [//www.youtube.com/embed/_6yH_uMniVg](http://www.youtube.com/embed/_6yH_uMniVg)

Caravan Studios wins husITa best human services app.

Published: July 15, 2014

Author: Neil Ballantyne

Categories: husITa events

Tags: app development, Best App Award

Original URL: <https://husita.org/caravan-studios-wins-husita-best-human-services-app/>

The husITa award for the best human services app goes to Caravan Studios (a division of TechSoup Global) for their app

Range (<http://rangeapp.org>)

developed by Marnie Webb.

Range (<http://rangeapp.org>)

is a free app for US youth under 18. Range uses geolocation to identify times and places for free meals when school is out during Summer. It seems shocking that any developed country would need such a service but they do. Congratulations to Marnie and to Caravan Studios for their innovative work in fighting child hunger.

Congratulations also to our runners up

ucForward (<http://www.ferret.co.uk/solutions/benefits/ucForward.aspx>)

by Ferret Information Systems, and

SafeNight (<http://www.caravanstudios.org/#!safenight/cfvg>)

also by Caravan Studios. Thanks to everyone who submitted an entry for your interest, and for your fantastic work in continuing to develop innovative and exciting human service applications.

Thank you for Range Award (<http://vimeo.com/100540104>)

from

Caravan Studios (<http://vimeo.com/user30019358>)

on

Vimeo (<https://vimeo.com>)

.

Media references from the original post:

Embedded media — [//player.vimeo.com/video/100540104](http://player.vimeo.com/video/100540104)

The battle for democracy: on the streets and in cyberspace

Published: July 30, 2014

Author: Neil Ballantyne

Categories: husITa board blogger

Tags: China, e-democracy, Hong Kong

Original URL: <https://husita.org/the-battle-for-democracy-on-the-streets-and-in-cyberspace/>

http://www.husita.org/wp-content/uploads/2014/07/ycwong_icon_g.jpg

Yu-cheung Wong

husITa Board Member

Hong Kong might seem an unlikely setting for popular democratic struggle. Yet on the 1st of July 2014, in the greatest public demonstration since the 2003 rally to mark the anniversary of Hong Kong's return its motherland, over half a million people took to the streets.

Among the many slogans and appeals, two stood out. Firstly, down with the Chief Executive (http://en.wikipedia.org/wiki/Chief_Executive_of_Hong_Kong) . The deeply unpopular head of the special administrative region of Hong Kong, elected on the 1st of July 2012 by 689 of 1,200 electors in an election that was closely monitored and controlled by Beijing. Secondly, a call for genuine democratic elections for a new Chief Executive in 2017, without Beijing sanctioning the candidates.

According to Beijing's interpretation of the Basic Law (the mini-constitution of Hong Kong) the next Chief Executive election can be held in 2017. The local opposition believe elections should have been held in 2007. Those who took to the streets on the 1st of July want genuinely democratic elections, without interference from Beijing. After the July 1st rally a few thousand people decided to stay in the Central District to "rehearse"

Occupy Central (<http://oclp.hk/>)

: a civil disobedience movement led by two professors and one clergyman to fight for genuine elections. A real occupation will occur if Beijing attempts to control who can stand for election in 2017. This could happen as early as next month when Beijing officially responds to the request. Police arrested over five hundred people during the 1st of July demonstrations. Amongst them over a dozen social workers and social work students. So far, the police have made no charges.

On the cyber-front, the

Occupy Central (<http://oclp.hk/>)

movement hosted an

online civil "referendum" (http://oclp.hk/index.php?route=occupy/eng_detail&eng_id=15)

- a term that triggers much hostility from the Beijing government - to allow the public to vote on their preference for Chief Executive candidate nomination mechanism. All three choices had elements of nomination by citizens. Nearly 680,000 took part in the online referendum, and another 100,000 participated off-line. During the referendum massive and sophisticated distributed denial of service (DDoS) attacks - unprecedented in Internet history - were launched against the servers running it. According to CloudFlare the attacks came in the scale of 300 GBPs at its peak. CloudFlare was the only web-service provider, out of four, who decided to continue its service and fought the attack by setting up a series of DNS sinkholes that stonewalled the attack traffic. The online referendum was successfully completed.

In order not to lose on the public opinion front, Beijing orchestrated a series of actions. Firstly, a campaign to collect signatures of local supporters to oppose Occupy Central collected over 800,000 signatures. Secondly, Beijing applied pressure on all media who supported the opposition. A few days ago, an outspoken online newspaper, the

House News

(<http://qz.com/241082/chinese-pressure-just-shuttered-hong-kongs-version-of-the-huffington-post/>) (inspired by the Huffington Post) decided to shut down. The publisher said he sensed great fear in running the newspaper. Pressure was applied on local businesses not to place advertisements in media that support the opposition, making the newspaper financially unviable. The print media has largely been tamed, it is now the turn of online media.

The battle for democracy on the ground and online will continue. More will be coming.

Image credit | Flickr |

alcuin lai (<https://flic.kr/p/o37QRp>)

Media references from the original post:

Image: Yu-cheung Wong — http://www.husita.org/wp-content/uploads/2014/07/ycwong_icon_g.jpg

Ethical use of social media: The responsibility of human services providers

Published: August 13, 2014

Author: Melanie Sage

Categories: husITa board blogger

Tags: ethics, social media

Original URL: <https://husita.org/ethical-use-of-social-media-the-responsibility-of-human-services-providers/>

Although these are anonymous Twitter posts that speak about work and client struggles, similar posts appear with name attribution. How would you feel if this was your social worker's post?

Melanie Sage husITa Board Member

Social media opens up new worlds to connect and communicate. We use blogs (like this one!) or micro-blogging sites like

Twitter (<https://twitter.com/husITaOrg>)

, Facebook, and Instagram to connect with peers, find social support, create new friendships, and gather quick information. For some, these are such natural extensions of our lives that they are naturally integrated into our day. We check our social media first thing in the morning, throughout the work day, and have alerts pushed to our phones. We carry our friends in our pockets and let them know frequently how we are doing.

Social media tools, however, are sometimes not a fit when working with clients who are vulnerable and who are also protected by confidentiality laws. How do human service agencies strike a balance between freedom of employees and protecting client privacy when offering workers guidance in this new social media environment? One way is to provide clear agency expectations about social media use, just as you would about other types of client communication and professional identification.

In a study of social workers (n=107) conducted by several HuSITA

board members (<http://www.husita.org/about-us/the-board/>)

(Sage, Quinn, & Fitch, 2013), 51% of workers said that either agency had no policy about social media use or they were unsure about the policy, and 30% reported that social media has created an ethical concern at their agency. Over 40% reported that it is acceptable to search for clients via social media out of curiosity, although 78% reported that either their supervisors did not approve of such searches or they were not sure if their supervisors would approve. Most of the respondents (83%) report that their agency provides no training or they are not aware of any agency-sponsored training regarding the appropriate use of social media.

Given these reports, it is likely that human service workers are relying on other sources of information such as the behaviors of their peers or their own values related to social media, which vary according to age, exposure, and other personal variables (Watson, 2013). When creating a social media policy, agencies should take several considerations into account. According to our survey respondents, many human service workers see social media as a valuable tool which can aid in assessment of risk, help find missing parents, and help locate possible supportive kin. Thus, the risks of social media use should be measured against their potential benefits, and social media should not be excluded from agency use unless it is clear that the risks outweigh the benefits. Policy should be logical, implementation must be feasible, and workers must be given the resources necessary (like technology access, training, clarity, and guidance) to abide by the policy.

People who will use the policy should participate in its creation. (See Kraft & Furlong, 2013, for additional guidance on policy assessment.) Several websites offer useful examples of social media policies for human service settings (Institute for Local Government, 2014; National Resource Center for Child Welfare Data and Technology, 2012) although few specifically address contact via social media. Memorial Sloan Kettering Cancer Center's (2014) social media policy offers autonomy with exceptions and recommendations related to this issue:

Physician/patient online interactions are subject to the same professional boundaries as they are in any other physician/patient setting, and MSKCC employees are discouraged from "friending" patients unless the relationship existed prior to the individual being treated at MSKCC. MSKCC physicians should exercise caution when posting comments online that may be considered providing medical care and know that such comments could be subject to liability. Additionally, superiors are discouraged from "friending" employees unless the employee initiates the interaction, and employees should not feel obligated to accept such requests from their superiors as part of their employment.

Before implementing policy, agencies should also have the policy reviewed by their legal and/or human resources department. The

National Labor Relations Board (<http://www.nlrb.gov/news-outreach/fact-sheets/nlrb-and-social-media>) has ruled that certain kinds of employee speech is protected, including their social media posts, when that speech is for the purposes of organizing workers around labor practices. Therefore, agencies cannot make blanket policies that exclude workers from discussing their work via social media. Policy should be specific, and training should include practical examples. Discussion is another way to help elevate attention to the possible benefits and unintended consequences of social media use in the workplace. Here are some questions to get human service workers thinking about their social media use:

- If you search for a client without her/his consent and run across a troubling post alluding to suicide, how do you address and document it?
- What are the possible positive and negative implications of "friending" other service providers (therapists, judges, attorneys, foster parents)?
- Is it ok to "friend" former clients? If so, after how long? What are the possible risks?
- Is it acceptable to serve a client who you know casually via social media? If so, what are the possible risks?
- Is it ok to search for and contact a missing client via social media, and if so, from a personal account?
- Is it ok for supervisors or human resource offices to search for new human service providers via social media? If so, what screening criteria are being used?

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<http://www.husita.org/wp-content/uploads/2014/08/socialmedia.jpg>

Media references from the original post:

Image: swprob — <http://www.husita.org/wp-content/uploads/2014/08/swprob.jpg>

Image: socialmedia — <http://www.husita.org/wp-content/uploads/2014/08/socialmedia.jpg>

On visiting infoxchange and making connections.

Published: August 21, 2014

Author: Neil Ballantyne

Categories: husITa board blogger

Original URL: <https://husita.org/on-visiting-infoxchange-and-making-connections/>

Gareth Morgan husITa Board Member

Some of the things that the technological developments of the last decades are meant to have achieved are to remove the limitations of distance, make it easy to find out what's been done elsewhere and share knowledge and experience.

Why therefore did people from all over the world make their way to Melbourne in Australia in July to the husITa conference (as part of the Social Work, Education and Social Development World Conference) and then clamber onto a mini-bus to physically visit an organisation focussed on providing the very services that the opening paragraph suggests should have made the trip unnecessary? Maybe it's because we're not, as humans, very good at using the capabilities the technology provides?

There's certainly some truth in that; as the opening presentation by David Sprigg, the CEO of Infoxchange (<http://www.infoxchange.net.au>) , demonstrated (see the presentation below). He began by setting out the history of Infoxchange which began with the development of a system for handling hostel vacancies about twenty five years ago. I hadn't heard about this before which was interesting as, about twenty five years ago, I developed a system for handling hostel vacancies for the London Housing Aid Centre.

[slideshare id=37034006&doc=infoxchange-140716021229-phpapp01]

He went on to present the development and growth of the not-for-profit human services IT provider and enabler with more and more parallels to my own work (even to the level of a very similar capability matrix for agencies). Perhaps that's not too surprising, we're working in similar fields with similar pressures and drivers.
But...I'd never heard of them!

I suspect that's because few of us have the luxury of 'just' browsing around. Our searches are focussed with precision, and limiting the number of returns is the aim. Without any international thesaurus of terms, or a taxonomy of service types, it's going to be a bit hit or miss whether our searching finds the people and organisations we'd really benefit from discovering.

As well as being poor at 'pulling' the information we're also pretty poor at 'pushing' it to those who'd benefit. Maybe it feels, in this sector, too much like advertising or marketing or maybe we're just too busy, or modest, to tell people what we do and what we're planning to do.

I'll do a little bit of pushing for Infoxchange now:

- They run an impressive, constantly updated and well structured, health and community services directory
- They support referral, care planning and client management throughout Australia (and are beginning in New Zealand)

- They help organisations use ICT better

- They support work to help develop digital inclusion.

I think that there's a lot others can learn from them and, in discussion, they think that they can learn from others who were on the visit too.

That kind of serendipitous link is why I've always tried to make the husITa conferences. The chance to make connections, and friends, with the other delegates and people we visit has never disappointed. The opportunity to discuss, argue and learn from other's perspectives and views in a body of peers with similarities and differences always pays off. In the last couple of conferences where we've shared the sessions with a wider group of social welfare professionals the cross-feed has been apparent and valuable as well. For me the informal elements of a conference are often the most valuable in the long run and that's why I'll carry on trekking around them while still telling people that technology can make them unnecessary.

Call for husITa Board member nominations

Published: November 01, 2014

Categories: husITa board

Original URL: <https://husita.org/call-for-husita-board-member-nominations/>

husITa are now accepting nominations for five open husITa Board positions. The Board has several exciting projects that will be undertaken this coming year, including the implementation of projects and plans to broaden and involve our membership. To make a nomination (and to vote on Board membership) you must be a member of the

husITa mailing list (<http://www.husita.org/connect/mailling-list/>)

– please feel free to join). Find out more about the

husITa Board (<http://www.husita.org/about-us/the-board/>)

.

To make a nomination or self-nomination, please go to this link:

<https://www.surveymonkey.com/s/V2W3HPN>

Nomination details include:

-

Nominations can be made between 1 Nov 2014 and 21 Nov 2014.

-

Five positions on the board are open.

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Self nominations are accepted and current board members can be re-nominated.

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The nominating committee of the board will ensure that two candidates are nominated for each open board position.

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A ballot of nominees will be disseminated to husITa listserv members the 1st week in December and voting will be open for two weeks.

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During the 3rd week in December, a husITa board meeting will be held to discuss results.

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During the 4th week of December, the names of those elected will be posted to the husITa listserv after the husITa board makes final decisions on terms, breaks ties, etc.

-

A list of the votes received by each of the candidates will be retained so that if a position becomes vacant, the nominee with the next number of votes will be approached to assume the position until the end of the original term.

-

The dates listed above are those currently planned and may be changed by the board due to extenuating circumstances.

Please let me know if you have any questions.

Regards,

Dale Fitch (fitchd@missouri.edu)

(huslTa Board Secretary)

Open access articles in the Journal of Technology in Human Services

Published: December 13, 2014

Author: Neil Ballantyne

Categories: JTHS

Tags: open access

Original URL: <https://husita.org/open-access-articles-on-the-journal-of-technology-in-human-services/>

The Journal of Technology in Human Services is the official journal of husITa. It is not an open access journal but Taylor and Francis do make some articles freely available. At the moment the following articles are accessible from the links below:

Gamification for behavior change: Lessons from developing a social, multiuser, web-tablet based prevention game for youths (<http://www.tandfonline.com/doi/full/10.1080/15228835.2013.812512>)

Using popular commercial video games in therapy with children and adolescents (<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.930680>)

Use of Web 2.0 to train facilitators in fidelity: A case study (<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.886982>)

iPolicy: Exploring and evaluating the use of iPads in a social welfare policy course (<http://www.tandfonline.com/doi/full/10.1080/15228835.2013.860366>)

Best issue

Methods for analyzing social media (<http://www.tandfonline.com/toc/wths20/30/3-4>)

Most read article

Privacy, social network sites, and social relations (<http://www.tandfonline.com/doi/abs/10.1080/15228831003770775>)

Online activism: Indignation, inspiration, and interaction.

Published: February 18, 2015

Categories: JTHS

Original URL: <https://husita.org/online-activism-indignation-inspiration-and-interaction/>

In this guest blog post, Rachel Gong describes the paper she presented at #husITa14 (<http://www.husita.org/husita14-programme/>)

. The paper was selected for inclusion in the special husITa14 issue (<http://www.tandfonline.com/toc/wths20/33/1#.VOTxOVOUdEg>) of the Journal of Technology in Human Services.

What challenges, advantages, and opportunities does the web offer activists engaged in bringing about social change?

This paper (<http://www.tandfonline.com/doi/abs/10.1080/15228835.2014.998988#.VOTtkVOUdEg>) , part of a project that examines the use of the web by anti-human trafficking activists, focuses on how emotion work is conducted online.

Activists have long recognized the importance of emotion (<http://link.springer.com/article/10.1023/A:1022175308081>) , from compassion to outrage, in motivating and sustaining the difficult process of social change. Typically, the shared emotion that is fostered when groups of concerned individuals gather together physically has been considered most effective in turning interest and concern into meaningful collective action, as, for example, occurred in black churches in the civil rights movement (<http://www.amazon.com/Political-Process-Development-Insurgency-1930-1970/dp/0226555534/>)

As society becomes increasingly exposed to and immersed in digital technology, the process of generating collective emotion is also moving online. But can collective emotion strong enough to mobilize action be generated through an electronic screen?

"Indignation, Inspiration, and Interaction on the Internet: Emotion Work Online in the Anti-Human Trafficking Movement" presents evidence that it can and does, because the web provides a rich medium for story-telling and interaction, and facilitates small, individual actions (<http://www.dragonflyeffect.com/blog/>)

. As users engage with the stories and each other, they can take concrete action that has two advantages. First, these small, individual actions snowball across networks to become powerful collective statements, e.g. the spread of hashtags such as

#BlackLivesMatter (<https://twitter.com/hashtag/blacklivesmatter>)

and

#JeSuisCharlie (<https://twitter.com/hashtag/jesuisccharlie>)

. Second, these actions function as gateway activism that could potentially lead to deeper engagement with the issue in the future.

The paper explores three ways in which activists within the anti-human trafficking movement engage in emotion work. First, they use interactive websites such as Slavery Footprint (<http://slaveryfootprint.org/>) to personalize the issue and evoke feelings of moral outrage and personal responsibility. Second, they

tell stories such as that of Vivienne Harr (<https://www.youtube.com/watch?v=LBZc3t4BIhY>) (see below) to inspire action. Third, they interact with users both to build feelings of shared identity and community and to reward participation by acknowledging and affirming action that has been taken.

The online efforts studied in this paper (<http://www.tandfonline.com/doi/abs/10.1080/15228835.2014.998988#.VOTzKVOUdEg>) represent just a few of the many ways in which activists are using the web. Understanding such efforts is useful in evaluating web strategy and allocating resources towards it. More importantly, it allows those interested in society and technology to develop and improve best practices surrounding the use of digital technologies for social change.

Rachel Gong. e:
rgong@stanford.edu
| t:
rachelgong (<https://twitter.com/rachelgong>)

Media references from the original post:

Embedded media — <https://www.youtube.com/embed/LBZc3t4BIhY>

New media literacies and participatory culture

Published: February 19, 2015

Author: Jimmy Young

Categories: husiTa board blogger, JTHS

Tags: new media literacy

Original URL: <https://husita.org/new-media-literacies-and-participatory-culture/>

In this guest blog post, Jimmy Young describes the paper he presented at #husiTa14 (<http://www.husita.org/husita14-programme/>)

. The paper was selected for inclusion in the special husiTa14 issue (<http://www.tandfonline.com/toc/wths20/33/1#.VOY-sIOUdEh>) of the Journal of Technology in Human Services.

Social media and digital technologies have revolutionized the way people interact and share information. These same technologies are transforming education in dramatic ways and many scholars have proposed ideas to integrate digital competencies into education at all levels.

This paper focuses on the concept of New Media Literacies and Participatory Culture

(<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.998577#abstract>)

as identified by Henry Jenkins and utilizes a newly developed assessment instrument to measure the self-reported media literacy levels of social work students and educators. The main objective is to replicate the validity and reliability of this instrument and to assess the level of digital participation of respondents. It is important to understand that New Media literacies build upon the traditional notion of literacy skills, or those skills used to search for information, critically evaluate the information, make appropriate decisions, and otherwise expand knowledge. New media literacies skills also include social skills and cultural competencies individuals can use to interact with large and diverse communities. New media literacies can aid in understanding how to conduct oneself in the online environment and how to use newly developed skills. Henry Jenkins offers a fuller explanation of Participatory Culture in the video below.

Much of the literature in social work education centers on the need for increasing digital competencies related to technology. What's missing in the discussion is the point of participatory culture and how individuals are learning as they play and experiment with their surroundings, or how interacting with technologies can expand mental capacities through the skill of distributed cognition. These are just some of the skills Jenkins identifies and that many people are developing in the participatory culture we are experiencing today. Because students and educators now find themselves in a digitally mediated society it is critical to understand how to leverage digital technologies to expand knowledge and enhance digital competencies for professional practice. A common misunderstanding of technology is the focus on what the tools do and do not allow. The conversation on digital technology and learning needs to focus on the participatory aspects of the new digital culture and how increasing knowledge around new media literacies can address the challenges we face as educators and the challenge of students entering the social work profession.

Feel free to contact me to find out more and be sure to download the article, share it, and or leave comment on this post.

Jimmy A. Young

e
:
youngja2@unk.edu
|
t
:
@jimmysw (<https://twitter.com/jimmysw>)
|
w
:
<https://jimmysw.wordpress.com/>

Media references from the original post:

Embedded media — <https://www.youtube.com/embed/AFCLKa0XRIw>

Video assisted visitation in the family reunification process.

Published: February 25, 2015

Categories: husITa board blogger, JTHS

Original URL: <https://husita.org/video-assisted-visitation-vav-in-the-family-reunification-process/>

In this guest blog post Andrew Quinn describes the paper he presented at #husITa14 (<http://www.husita.org/husita14-programme/>)

. The paper was selected for inclusion in the special husITa14 issue (<http://www.tandfonline.com/toc/wths20/33/1#.VO2NeFOUdEi>) of the Journal of Technology in Human Services.

Recently,

Quinn, Sage, and Tunseth

(<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.998573#abstract>)

surveyed child family workers about the use of video assisted visitation (VAV) in the family reunification process. The catalyst for the research included issues with visitation due to distance and adverse weather conditions, as well as lack of sufficient workers to oversee the visits and make the drives. Ultimately, our research aims to assess VAV capacity, exploring programs such as Skype, Google Hangouts, FaceTime, and other platforms that use webcams to allow for telecommunication, in order to discover the value that VAV has in the family reunification process.

Social workers who had families who had used VAV reported that advantages to using VAV included the ability to connect the child to the child and family team, the ability to maintain relationships, an added therapeutic value, access to family when access was restricted due to distance, and the ability to hear and see each other. Conversely, child welfare workers indicated that technology in general can be problematic, that the age of the child could be a hindrance in using VAV, there were limitations not being in the same physical space, and a fear that VAV would use to replace the in-person visit.

In conclusion, our VAV research is the exploration of a largely untouched but increasingly relevant possibility for improving visitation frequency and reunification services for families. In fact, rather than advocating for VAV to replace the in-person visit (something neither of the three authors would ever do), jurisdictions that wish to adopt VAV should develop policies regarding the use of the technology when considered in the reunification process.

Andrew Quinn -

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andrew.quinn@UND.edu

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<http://und.edu/faculty/andrew.quinn> (<http://und.edu/faculty/andrew.quinn>)

The teleherence project.

Published: February 26, 2015

Author: Neil Ballantyne

Categories: husITa board blogger, JTHS

Original URL: <https://husita.org/the-teleherence-project/>

In this blog post, Dick Schoech describes the paper he presented at #husita14 (<http://www.husita.org/husita14-programme/>)

. The paper was selected for inclusion in the special husITa14 issue (<http://www.tandfonline.com/toc/wths20/33/1#.VO58KhYnY7f>) of the Journal of Technology in Human Services.

The paper (<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.998575#abstract>) describes the 5 year development and testing of a web-phone system that delivers a series of voice or text messages as well as questions that require voice or text responses from clients. Based on these responses, the system branches to additional messages or questions or performs other tasks such as playing an audio file. The paper then describes system implementations in 5 different settings and the lessons learned that are applicable to anyone developing state-of-the-art systems for social service agencies.

The system, called Teleherence, uses text-to-speech, speech recognition, texting (short message service or SMS), and voice over internet protocol (VOIP) with landline, cell, and smartphones. Teleherence typically (1) sends voice or text messages to clients such as appointment reminders and therapy reinforcement information, and (2) records and charts client responses. The target users of Teleherence are care managers, who identify client risk, support and monitor change, follow up to provide booster interventions if necessary, predict successes and potential failures, and evaluate outcomes.

Teleherence implementations occurred in a mental health clinic, two court related addictions clinics, a Taiwan university anti-smoking intervention, and a university program to support student veterans. Lessons learned concern the difficulty of:

- Integrating advanced technology into antiquated agency computer systems
- Preventing sensitive clinical information from creeping into the automated Teleherence dialogue
- Structuring addictions communications where agency services are continually changing due to severe budget cuts
- Separating out the effects of just receiving Teleherence calls vs the therapeutic content of those calls
- Changing agency policies and work patterns of busy staff to insure effective use a state-of-the-art technology.

The most challenging part of advanced system development involves continued development and marketing. Cutting edge systems like Teleherence use a prototyping or trial and testing approach resulting in many changes in direction based on a better understanding of user requirements, technology requirements, and new technology advances such as the rapid move from voice phone calls to mobile texting. The programming code driving Teleherence needs a total re-write to streamline functionality and to harden the system against bugs and conflicts with other applications. Keeping a development team together is difficult, especially a team that uses computer science research assistants as programmers. These additional coding, testing, marketing, and sales tasks take time, effort, and especially money, which has not been procured to date.

Contact Dick for a copy of
the paper (<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.998575#abstract>)

Dick Schoech e

:

Schoech@uta.edu

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<http://www.uta.edu/faculty/schoech/cussn/personal/schoech.htm>

Making sense of our tangled sociotechnical world.

Published: February 27, 2015

Author: Neil Ballantyne

Categories: husITa board blogger, JTHS

Original URL: <https://husita.org/making-sense-of-our-tangled-sociotechnical-world/>

In this blog post, Neil Ballantyne describes the paper he presented at

#husita14 (<http://www.husita.org/husita14-programme/>)

. The paper was selected for inclusion in the

special husITa14 issue (<http://www.tandfonline.com/toc/wths20/33/1#.VO58KhYnY7f>)

of the Journal of Technology in Human Services.

I'd like you to join me in a thought experiment. Let's imagine that you wake up one morning to discover that something very peculiar has occurred. All human technologies have disappeared. Everything! Not only has your digital alarm clock vanished, but the kindle device you were using to read yourself to sleep last night has popped out of existence. You reach for your smartphone to check the news only to discover that it too is gone, along with your tablet, laptop, and desktop computer. But wait, there is more. This calamity has happened to all

human technologies, not just the digital. So you can forget your car, house, furniture and clothing. Yes, you have awoken naked and lying on the bare ground upon which your former accommodation once stood. (I appreciate that this thought may be especially alarming to those of you living in high density, high rise accommodation but let's put that image to one side for now). Highways, street lighting, the electrical grid, sewage systems and all of the other paraphernalia of modern city life are no more. There are no police cars wailing, no helicopters in the air, and no government communications to reassure you that everything is under control. Without their technological assemblages the police force, armed forces, social welfare agencies and government would simply cease to exist. If this catastrophe was worldwide then society as we know it today would be at an end, and rebuilding the social order – without access to the simple technologies we use to build our more complex technologies – would take generations.

What is the point of this thought experiment? It highlights dramatically something that we humans often forget. That what we call the social order is not exclusively human, it is completely dependant on layer upon layer of nonhumans, on taken-for-granted technological artefacts that influence, shape and support what we call the social. Our lives are so entangled with technologies of all kinds that it impossible to talk about the social without implying all sorts of technological infrastructures, processes and mechanisms. And yet we tend, in our day-to-day practice and in our research activities, to separate the two domains: on this side is the technological

(hardware and software, mobile phones and laptops, social media and information systems); and on the other is the social

(by which we usually mean humans and their motivations, attitudes, goals, cognitive biases and so on). It is much harder to hold these two together, to recognise the intrinsic connections between the social and the technological, to grasp how one makes the other possible, how they are assembled together, how they are – and always have been – utterly entangled and involved in relations of power. Technology has always underpinned and made possible social change, transforming industrial, military, and cultural processes. And humans have always mediated technology, sometimes bending it

in directions unanticipated by designers. Those of us involved in researching human service technology are perhaps more guilty than others of paying too much attention to the human dimension, and failing to appreciate the heterogeneous nature of collective life.
(<http://www.heterogeneities.net/publications/Law2011HeterogeneousEngineeringAndTinkering.pdf>)

To capture sociotechnical processes, especially sociotechnical innovations, we need new ways of conceptualising the social and the technological, the cultural and the material. In recent sociological thought, and especially in science and technology studies, there has been a turn towards the material world (http://www.amazon.com/Vibrant-Matter-Political-Ecology-Franklin-ebook/dp/B00EHNZM9U/ref=sr_1_1?s=books&ie=UTF8&qid=1425008979&sr=1-1&keywords=9780822391623) . A move beyond postmodernist preoccupations with the textual, and a concern to theorise both material and emerging digital realities (http://www.amazon.com/Digital-Sociology-Deborah-Lupton/dp/1138022772/ref=sr_1_5?ie=UTF8&qid=1407974364&sr=8-5&keywords=deborah+lupton) . One important strand in this new way of thinking is actor-network theory (ANT), especially the work of Bruno Latour (<http://www.bruno-latour.fr/>)

,
John Law (<http://heterogeneities.net/>)
and

Michel Callon (<http://www.csi.enscm.fr/en/equipe/membres-d-honneur/michel-callon>) . Although I referred to ANT as one strand in a turn to the material world, it is not exactly new. This body of work has been part of science and technology studies since the 1980s, but its influence on other social science disciplines – economics, geography, law, journalism, education, social work and many more – continues to grow and expand. In my #husITa14 paper I argue that it is time for researchers in the field of human service technology to consider the theory of the actor-network (<http://www.tandfonline.com/eprint/v5HRuSP6YiSZRjR4U5aI/full>) (the first fifty downloads are free).

If you like this paper and want to know more I recommend John Law's paper on Actor-Network Theory and Material Semiotics (http://is.muni.cz/el/1423/podzim2009/SOC757/um/Turner_New_Blackwell_Companion_to_Social_Theory.pdf#page=156)

, and Annmarie Mol on

Actor-Network Theory: Sensitive Terms and Enduring Tensions (<http://dare.uva.nl/record/1/330874>)

. If you really get the bug, or are already working with ANT and looking for support, there is an excellent

ANT Facebook Group (<https://www.facebook.com/groups/220398254694166/>)

. Still want more? Why not sign up for Bruno Latour's

MOOC on Scientific Humanities (https://www.france-universite-numerique-mooc.fr/courses/SciencesPo/05004S02/Trimestre_1_2015/about)

and be taught ANT related thinking from one of its main protagonists.

Neil Ballantyne

is a Senior Lecturer in social work at the Open Polytechnic of New Zealand, and a member of husITa's strategic board (<http://www.husita.org/about-us/the-board/>)

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e
:
neil.ballantyne@openpolytechnic.ac.nz
|
t
:
<https://twitter.com/neilballantyne>

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Pasu Au Yeung (<https://flic.kr/p/pvNNsq>)

Digital divide challenges of children in low-income families: The case of Shanghai

Published: March 05, 2015

Author: Neil Ballantyne

Categories: husiTa board blogger, JTHS

Tags: digital divide

Original URL: <https://husita.org/digital-divide-challenges-of-children-in-low-income-families-the-case-of-shanghai/>

In this blog post, Yu-cheung Wong describes the paper he presented at

#husita14 (<http://www.husita.org/husita14-programme/>)

. The paper was selected for inclusion in the

special husiTa14 issue (<http://www.tandfonline.com/toc/wths20/33/1#.VO58KhYnY7f>)

of the Journal of Technology in Human Services.

This

research paper (<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.998576#abstract>)

explored the issue of the digital divide in Shanghai with particular attention to children from low-income families. It examined whether a difference in the Internet access of children was associated with their academic and psychosocial attributes. Data were collected in 2013/14 from a household survey with a representative sample of about 800 each from low-income and non-low-income families with children aged 9-17. About 20% of the children from low-income families had no Internet connection at home compared with only 5% among those from non low-income families. There was an even more obvious gap in smartphone usage too. Our findings suggest that the digital divide for low-income children in Shanghai is getting smaller or even closing, but the urban-rural divide might be a factor in aggravating digital exclusion. Preliminary group comparisons show that low-income-no-Internet children reported significantly lower scores on all dimensions of digital literacy, academic performance, aspirations, perceived efficacy, self-esteem, family and peer relationships. On the contrary, low-income children with Internet access did not show significant differences with non-low-income group across all dimensions. Whilst we cannot conclude that there is a direct relationship between Internet access and improved developmental outcomes, the strength of the association suggests that there may be value in efforts being focused on assisting families in the lowest income strata, and on agricultural household registration, to acquire home Internet access.

Access

the paper (<http://www.tandfonline.com/doi/full/10.1080/15228835.2014.998576#abstract>)

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Yu-cheung Wong

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ycwong@swk.cuhk.edu.hk

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w

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<http://web.swk.cuhk.edu.hk/?id=3293>

Image credit | Flickr |

Peter Morgan (<https://flic.kr/p/3SMUQ>)

husITa16 to be held in Seoul, South Korea as part of SWSD2016

Published: May 07, 2015

Author: Neil Ballantyne

Categories: Uncategorized

Tags: conference, husITa16

Original URL: <https://husita.org/husita16-to-be-held-in-seoul-korea-as-part-of-swsd2016/>

Our next international conference husITa16 will be held in Seoul, South Korea as part of the Joint World Conference on Social Work, Education and Social Development. husITa will be reviewing and coordinating all symposia, workshops and papers submitted on the subtheme human service technology.

Submissions are now open for symposia, workshops and abstracts and a conference discount is available to all member of the husITa mailing list. Further details of husITa16 – including a keynote speaker, field trips and networking events – will be announced here.

Human service technology presenters will have the opportunity to submit their papers to a special conference related issue of the

Journal of Technology in Human Services (<http://www.husita.org/publications/>)

.

To submit your proposals and to register for the conference please visit the website of the Joint World Conference on Social Work, Education and Social Development (<http://www.swsd2016.org/>)

The official hashtag for this human service technology subtheme is #husITa16

The challenge of behavior change digital games

Published: May 16, 2015

Author: Neil Ballantyne

Categories: husITa board blogger

Tags: behavior change, digital games, games, gamification, gaming, serious games, wellbeing

Original URL: <https://husita.org/the-challenge-of-behavior-change-digital-games/>

The 75 billion digital game industry is comparable in revenue to the combined television/film industry and is growing at approximately 33% each year (1) (2) (3). Anyone who has visited and probably lost money at a gaming establishment like Las Vegas knows that well designed games are so powerful they can even separate most people from their hard earned money. Yet, the power of gaming is just beginning to be harnessed for good, for example, to reduce teen drug use, bullying, obesity, and violence (4).

Many reasons exist for this failure to tap into the popularity and power of games to better serve humanity (husITa's mission). One reason is that gaming is a new field for most behavior change professionals and few understand how gaming techniques can be used to serve humanity. We even lack a term to classify such games. Some current terms are healthy games, serious games, or persuasive games (5) (6) (7). Even the terms for digital games in general are evolving, e.g., computer games, video games, online games, social games, mobile games, etc. For this blog, I will use the term digital games for well-being (DGW).

Another reason for the lack of DGWs is that game design requires a team with diverse expertise, i.e., computer programming, graphics/animation, cloud computing, behavior change, and potential players who can help insure the game content is realistic and fun. These experts usually do not socialize together, thus making team formation and communications challenging. Also, much of the required expertise is scarce and usually expensive. For example, someone who knows how games techniques motivate humans has skills that are highly sought after by the game industry that pays much higher salaries than universities or human service settings. In addition, game development, marketing, and keeping a game current is expensive, so funding is a key issue.

Another reason for lack of DGWs is that the necessary tools and techniques are much more limited than for commercial games which can use hyper-action, sex, destruction, power, and violence to make games fun and addicting. It is difficult to make techniques, such as therapy, motivating and fun. DGWs must attract and motivate players with positive techniques such as healthy competition with friends, feeling good for doing the right thing, receiving praise, acquiring knowledge, or gaining a sense of accomplishment. Also, DGWs must usually gain funding from organizations like mental health clinics or schools that can use the games to solve a human service problem or improve well-being. These organizations have very limited resources to spend on DGWs, which some may see as frivolous rather than promoting well-being.

Whether a game actually works brings up the last point. One of the greatest difficulties for DGW s is measuring behavior change that shows DGWs actually improve well-being. One issue is that research designs that accurately predict whether behaviors have changed require large controlled samples with frequent follow-up measures over many years. Measures that predict behavior change with validity and reliability are difficult to find. Typical measures used by prevention researchers are improvements in self-esteem, attitudes, norms, and knowledge. Although knowledge gain, a commonly used measure that is easy to quantify, seem not to be a good measure. For example, the increased knowledge gained from playing a drug prevention game may simply make players smarter

abusers rather than prevent future abuse. Additionally, these measures are typically validated in paper/pencil format and their validity may be challenged if the combined measurement instruments are too lengthy or if the measures are redesigned into a game format.

These challenges can be summarized as time, expertise, persistence, effectiveness, and money. One strategy to address some of these challenges might be modular development, e.g., breaking a game into many mini-game like apps that link together to build a more robust DGW (8). Readers may think of other strategies, which would be welcomed in the comments section below. While the challenges posed by DGWs are great, HUSITA members are well suited to address them since they typically have a good understanding of human behavior and technology and are interested in using technology to serve humanity. One thing certain is as our world becomes more digital, connected, quick paced, and flooded with information, people's (especially kids') interest in gaming increases while the problems that human services must address also increase. Thus, the need to incorporate gaming into human services continues to grow.

Dick Schoech:

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Schoech@uta.edu

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<http://web.uta.edu/faculty/schoech/cussn/personal/schoech.htm>

Image credit | Flickr |

Hans Olofsson (<https://flic.kr/p/dxMYKJ>)

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<http://gamesforhealth.org/>

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<http://www.seriousgamesassociation.com/>

7.

<http://mitpress.mit.edu/books/persuasive-games>

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<http://www.molecularjig.com/>

Human service technology pioneers project

Published: July 07, 2015

Author: Neil Ballantyne

Categories: Uncategorized

Tags: husITa pioneers, John Fung

Original URL: <https://husita.org/human-service-technology-pioneers-project/>

To mark thirty years of the

Journal of Technology in Human Services (<http://www.husita.org/publications/>)

we decided to organise a husITa pioneers project. Over the coming weeks and months we will post short audio or video tracks interviewing key people who have, for many years, championed the cause of technology in human services.

Our first interview is with Dr. John Fung of the

Hong Kong Council of Social Service (<http://www.hkcss.org.hk/e/>)

. John is also the

husITa keynote speaker (http://www.swsd2016.org/eng/sub02_2.php)

at our upcoming international conference #husITa16: to be held as a technology sub-theme within the Joint World Conference on Social Work, Education and Social Development

(<http://www.swsd2016.org/>)

in Seoul, Korea from June 27 to June 30 2016.

[video_lightbox_youtube video_id="e2rBC7VA24c" width="640" height="480" anchor="<http://www.husita.org/wp-content/uploads/2015/07/John-Fung.png>"]

husITa history: CUSSN archive released.

Published: July 23, 2015

Author: Neil Ballantyne

Categories: Uncategorized

Tags: history

Original URL: <https://husita.org/husita-history-cussn-archive-released/>

We are delighted to announce the release of our digitized archive of the newsletters of the Computer Use in Social Services Network (CUSSN). CUSSN was formed by a group of US human service technology specialists meeting at a Council of Social Work Education conference in Louisville Kentucky in 1981. The contents of the CUSSN newsletters reveal the preoccupations of human service technologists at that time and tell the story of how husITa was founded.

Access the archive. (<http://www.husita.org/cussn-archive/>)

For more on the history of husITa see our
wikipedia article (<https://en.wikipedia.org/wiki/HUSITA>)

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Social work education twitter chat

Published: October 06, 2015

Author: Jimmy Young

Categories: huslTa board blogger, Uncategorized

Tags: twitter

Original URL: <https://husita.org/social-work-education-twitter-chat/>

To help social work students and educators learn about Twitter and develop the skills to participate in a live chat,

Jimmy Young (<https://jimmysw.wordpress.com/>)

of the

California State University San Marcos (<http://www.csusm.edu/socialwork/>)

and

Laurel Hitchcock

(<http://www.laureliversonhitchcock.org/2014/10/03/macrosw-live-twitter-chat-on-102814/>)

of

University of Alabama at Birmingham (<http://www.uab.edu/cas/socialwork/>)

have designed an assignment for social work students that involves joining a live Twitter chat with other social work students, educators and practitioners from around the country to talk about important social and economic justice issues. The assignment is designed for a policy or macro-practice course, but it can be incorporated into almost any social work course. Here are the some of the details of the assignment:

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Students watch the documentary

Inequality for All (<http://inequalityforall.com/>)

, and then write a brief reaction paper to movie.

-

Then, students participate in the live Twitter chat scheduled for October 8, 2015 at 8:00 PM CST/6:00 PM PST. This chat will be sponsored by

#MacroSW (<http://www.acosa.org/joomla/macrosw-chats>)

, a bi-weekly Twitter chat focusing on macro social work practice issues, and hosted by myself & Jimmy. During the chat, we will ask questions about the film and income inequality that will guide the flow of the conversation.

-

After the live chat, students write a brief self-reflection essay about the experience of participating in the chat.

While the written parts of the assignment are optional to participate in the chat, we highly recommend some type of reflection so students are engaged with the content from the documentary prior to the chat, and have an opportunity to critically assess how the experience can inform their future social work practice. We have written in more detail about the assignment in previous blog posts

(<http://www.laureliversonhitchcock.org/2014/10/03/macrosw-live-twitter-chat-on-102814/>)

which include detailed instructions for the assignment, grading rubrics and tips on how to introduce your students to Twitter. Our first chat was held on October 28, 2014, and you can read details about it

here (<http://www.laureliversonhitchcock.org/2014/11/07/follow-up-to-1028-macrosw-twitter-chat/>) , including a transcript of tweets from the conversation. There is no cost to educators or students to participate in the chat, and we welcome anyone, especially social work practitioners, to join the chat.

Because we are working to improve the chat and the assignment as an educational experience for social work students, we are very interested in any feedback from social work educators. Please contact us (by clicking on our names below) if you plan to have your class or maybe a student group participate in the chat. We also welcome questions.

Jimmy Young
(HUSITA board member) &
Laurel Hitchcock

Announcement Blog Post

Inequality for All - Social Work Student Live Twitter Chat on 10/8/15

Jimmy Young (<https://jimmysw.wordpress.com/>)

of the

California State University San Marcos (<http://www.csusm.edu/socialwork/>)

and I (

Laurel Hitchcock

(<http://www.laureliversonhitchcock.org/2014/10/03/macrosw-live-twitter-chat-on-102814/>)

of

University of Alabama at Birmingham (<http://www.uab.edu/cas/socialwork/>)

) are working with the wonderful folks at

#MacroSW Chat (<http://www.acosa.org/joomla/macrosw-chats>)

to host a live Twitter chat for social work students in March. While the chat is designed with students in mind, anyone is welcome to join us. Here are the details:

Topic

: Inequality for All – we recommend watching the documentary by Robert Reich (<http://inequalityforall.com/>) before the chat.

Date & Time

: October 8, 2015 at 8:00 PM CST/6:00 PM PST

Hashtag

: #MacroSW

Hosts

: Jimmy Young and Laurel Hitchcock

Questions

:

-

What is happening today in terms of distribution of wealth? Why is it happening? What do you see happening and what are the causes?

-

When do you think inequality becomes a problem?

-

If the government sets the rules for how the market functions, who do these rules benefit or hurt?

-

Who is looking out for the American worker? Who do you think should be and what could be done?

-

After watching the film, do you agree/disagree with the idea of equal opportunity and the American Dream?

-

What do you think most Americans don't realize about income inequality?

-

What single word best describes how the film made you feel?

-

What's next? How do we as social workers address inequality or move forward?

If you are an educator wanting to incorporate this chat as an assignment into your class, please click here for details

(<http://www.laureliversonhitchcock.org/2014/10/03/macrosocial-work-live-twitter-chat-on-102814/>)

. We hope you can join us!

Please contact us (by clicking on our names below) if you plan to have your class or maybe a student group participate in the chat. We also welcome questions.

Jimmy Young

&

Laurel Hitchcock

Thoughts on the Grand Challenges paper: "Practice Innovation through Technology in the Digital Age: A Grand Challenge for Social Work"

Published: February 17, 2016

Author: Neil Ballantyne

Categories: husiTa board blogger

Tags: publication, technology

Original URL: <https://husita.org/grand-challenge/>

This blog post briefly reviews the concept of Grand Challenges in Social Work and summarizes the working paper, "Practice Innovation through Technology in the Digital Age: A Grand Challenge for Social Work",

which is one of two papers that explore the Grand Challenge, "Harnessing Technology for Social Good."

In 201

4

the

American Academy of Social Work & Social Welfare (AASWSW (<http://aaswsw.org/>))

)

announced a Grand Challenge

initiative

for social work.

The concept of discipline-specific

"Grand Challenge"

initiatives

has been around since 1900, when mathematicians were challenged to solve 100 "unsolved" problems.

Subsequent "Grand Challenge" initiatives (and the current one in Social Work appears to be no different) are efforts to unite increasingly specialized and fragmented professions to focus on

a set of

aspirational goal

s

that, with focused attention,

are

achievable within a specific timeframe and will have a significant benefit for society. The AASWSW put out a call for suggestions and ultimately identified

12 (<http://aaswsw.org/grand-challenges-initiative/>)

Grand Challenges for Social Work (<http://aaswsw.org/grand-challenges-initiative/>)

organized into three categories: Individual and family well-being; stronger social fabric; and a just

society that fights exclusion and marginalization, creates a sense of belonging, promotes trust, and offers pathways for social and economic progress.

A complete list of GC
topics
can be found here

<http://aaswsw.org/grand-challenges-initiative/>

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Preliminary

Grand Challenge topics were introduced at the
the 2015 Society for Social Work and Research conference in New Orleans

(
<http://sswr.confex.com/sswr/2015/webprogram/Session7226.html>
)

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I missed the presentation because I was having beignets and chicory coffee at Café du Monde

(
<https://twitter.com/socworkpodcast/status/556884043904471040/photo/1>
)

. The next day, Stephanie

Berzin

from Boston College and I were standing in line for more
beignets
at Café du Monde

t

alk

ing

about the Tech Grand Challenge

(
<https://twitter.com/SarasChung/statuses/556903825232375808>
)

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We were both interested in the role of tech
nology in social work practice at the micro, mezzo and macro level
(Singer & Sage, 2015)

.

Over the next several months we corresponded with Claudia Colton, the AASWSW fellow
coordinating
the Tech

nology

GC, about the possibility of joining the existing

“Big Data” GC paper

(which can be found here:

<http://aaswsw.org/wp-content/uploads/2015/12/WP11-with-cover.pdf>

)

.
Although Claudia was very encouraging of our
desire to explore practice,
it became obvious that
the “big data” and “practice” papers were too different in focus
to be combined

.
Stephanie and I decided to write and submit a second GC paper. We invited
Chitat
Chan
from Hong Kong Polytechnic
to be a coauthor because he had recently authored several reviews of on technology and social work
practice and research
(e.g. Chan, 2015; Chan & Holosko, 2015)

.
Our
goal
in writing the
Practice Innovation through Technology in the Digital Age
(<http://aaswsw.org/wp-content/uploads/2015/12/WP12-with-cover.pdf>)
paper was
to:

- list the reasons why leveraging technology for practice innovation was a compelling challenge for
social work that, if met, would benefit society;

- present evidence that such a challenge could be met within the next 10 years;

- identify
what progress will look like for practice, professional education, and research.

Without plagiarizing the document (which can be found here
:
<http://aaswsw.org/wp-content/uploads/2015/12/WP12-with-cover.pdf>
) , here are some highlights from the working paper:

Why should
social workers
leverage technology for practice?

- Social services could be better.
Social services in 2015 look VERY similar to social services in 1970: service options are limited to
those offered in a specific geographic area, during typical business hours, and delivered by regional
staff with fairly static skill sets. In contrast, I can go online, find and order a rare book, and have it

delivered to my door within two hours by drone. Hyperbole aside, it is much more important to get the social services we need when we need it than it is to have a book sold and delivered. And yet, the anachronistic “brick and mortar” presentation of social services dominates our current service delivery system, training models, and visions of the future.

- In the USA, there are more social workers than all other “helping” professionals combined. Social workers work in every service sector of society. Consequently changes in social work services, i.e. the effective integration and implementation of technology-informed services, would impact the greatest number of people.

- Social workers should also take up this challenge because our values and ethics are explicitly aligned with addressing the most pressing and important issues for marginalized and oppressed populations. Recent advances in the integration of practice and technology have come from professions outside of social work. While these innovations are important, they do not reflect the values and services of social work, and therefore leave an important gap in practice innovation. Use of technology can address barriers to service: web-based services can address geographical barriers, scheduling issues, and increase the pool of providers with specific expertise.

- Finally, technology has already “crept” into social work practice (Mishna, Bogo, Root, Sawyer, & Khoury-Kassabri, 2012). Unless we are intentional about the technology we use, and how and when we use it, we risk harm to clients and increased liability for providers.

What evidence exists that integrating technology and practice is possible?

-

There is a growing body of evidence that technologies such as computerized therapy, computer games, wearables, and mobile apps are feasible and effective in reducing symptoms and improving functioning

(Barak, Hen, Boniel-Nissim, & Shapira, 2008; East & Havard, 2015; Kumar et al., 2013; Perle & Nierenberg, 2013)

-

There is a growing body of research that has found that technology can be integrated into existing social service systems and has potential to improve the quality of care. For example Melanie Sage, huslTa board member and social work faculty member at the University of North Dakota <https://und.edu/faculty/melanie.sage>, has published on the role of social media and child welfare.

What will progress look like?

-

Professional training: Students and professionals can use technologies like podcasts to “learn on the go.” Recent research found that podcasts were useful in learning and implementing a manualized treatment (Salloum & Smyth, 2013)

-

Research on technology and practice will not only evaluate outcomes, but will also evaluate the role of the technology in the outcome.

-

Social service providers will collaborate with technologists to develop the next generation of applications and services. This will ensure that technologies are developed to meet specific needs and within professionally agreed-upon ethical standards.

Conclusion

The paper, Practice Innovation through Technology in the Digital Age (<http://aaswsw.org/wp-content/uploads/2015/12/WP12-with-cover.pdf>) was written to ensure that practice and technology were at the table for the Grand Challenges initiative. The authors are very aware of the long history of social service / human service professionals thinking about and integrating technology into practice. We hope that the existence of this paper can serve as a touchstone or justification for future projects. We also hope that in 10 years we will look back on this document and marvel at how far we've come and how myopic our initial vision was for where the field could go.

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Nextdoor: A new type of community building tool needing research.

Published: March 30, 2016

Author: Neil Ballantyne

Categories: husiTa board blogger, Uncategorized

Tags: community organizing, Jane Addams

Original URL: <https://husita.org/nextdoor-a-new-type-of-community-building-tool-needing-research/>

Community organizing is typically taught in human service programs, especially in social work courses. Social work in the US is rooted in the work of Jane Addams who, in the late 1800s, organized and served a neighborhood community in Chicago. Google “

Jane Adams Hull House Chicago maps (https://www.google.co.nz/search?q=Jane+Addams+Hull+House+Chicago+maps&espv=2&biw=1600&bih=894&site=webhp&source=lnms&tbm=isch&sa=X&ved=0ahUKEwjC7_f7-efLAhXjdqYKHfo8Di4Q_AUIBigB)

” to see some of the geographic maps of the neighborhoods she served. Today, with information technology’s embrace of social media, human service professionals can take advantage of new community building tools.

One recent tool,

Nextdoor (<https://nextdoor.com/>)

, is a private social networking tool that currently links 96,000 geographic communities in the US. Nextdoor’s mission is “to use the power of technology to build stronger and safer neighborhoods.” Only verified members of a geographic community, who use their real names, can participate. Privacy is a big concern: whilst government agencies like the police can post informational messages on topics such as burglaries, they cannot see or join the neighborhood conversations. While my city departments post announcements, I have not seen any from a social service agency: for example, stating what services they can provide to a neighborhood.

As you would expect, common topics range from lost dogs and cats, locating a trusted plumber, soliciting a good home for a no longer needed bicycle, finding a home for animals of a resident who must move into a nursing facility and so on. Nextdoor messages can be delivered via a daily digest, email, or by logging in. It also supports private email between residents. One recent example of the power of Nextdoor to connect neighbors was when I received a Nextdoor email from someone who had taken in a wandering dog and needed to find the owner. When I was outside a little later, I heard someone driving slowly down the street calling a pet’s name from her car window. Both I and my neighbor stopped her and told her about the Nextdoor post. My neighborhood pulled out her smartphone and showed her the post, saw that the Nextdoor description matched her dog, replied to the post saying she had found the owner and needed an address. A happy reunion occurred and the lady with the lost dog joined Nextdoor.

We need research on how community building tools like Nextdoor can be used by human service professionals. For example, using Nextdoor data to develop a pattern of how people are using Nextdoor to build their neighborhoods. Many research questions come to mind. Do certain online strategies work better than others in building neighborhoods? Is there a typical progression of neighborhood building over time? Do online neighborhood communities spawn face-to-face communities, or vice versa. Does knowing about neighborhood crime make one feel more or less safe? Are there easy ways to prevent overly aggressive postings, flaming, name calling, and other problems associated with text postings that can easily be misinterpreted? An offensive posting in our

neighborhood was quickly removed a few days ago by someone given that authority by Nextdoor. Do tools like Nextdoor work best when neighbors have desktop PCs, or are smartphones the communication device of choice to build neighborhoods? Are there indicators of successful online neighborhood building? Tools like Nextdoor have a wealth of data that human service professionals with big data skills can mine to discover important knowledge about online and face-to-face community building. I'm sure the Journal of Technology in Human Services (<http://www.husita.org/publications/>) would welcome research that incorporates use of these new online neighborhood building tools into our knowledge base.

Dick Schoech

Professor & Editor Emeritus, Journal of Technology in Human Services

Smartphones and parenting

Published: June 06, 2016

Author: Neil Ballantyne

Categories: husiTa board blogger

Tags: children, risk, smartphone

Original URL: <https://husita.org/smartphones-and-parenting/>

Yu-cheung Wong from the Chinese University of Hong Kong introduces the paper he will be discussing at husiTa16 (<http://www.husita.org/husita16wong/>)

The rise of the permanently connected smartphone has made parental supervision of children's Internet use almost impossible. In Hong Kong, a city where ICT infrastructure is well-developed and smartphone use very affordable, almost all (98%) school children aged 14-17 have a smartphone. Ownership among younger children (aged 10-13) was almost the same (98%). On the other hand, only 90% of parents have ever used a smartphone. While 35% of children thought they were highly proficient in using the smartphone, only 9% of their parents thought so.

This data was collected from 1, 500 school children and most of their parents (1, 200) from 39 local secondary schools in 2015. Although the school did not come from a random sample, they covered the whole territory with students coming from a wide spectrum of socio-economic backgrounds. The survey data were weighted to resemble the geographic, age, and sex distribution in the territory.

Despite the fact that many schools do not allow students to switch on their smartphone in the classroom, children still spent, on average, almost an hour every day communicating with their friends, another hour on entertainment and about 45 minutes on gaming. They spent only 20 minutes searching information for learning purposes and in doing homework, and 30 minutes or so in browsing websites of their interest. More than 80% considered the smartphone as a communication tool, and 65% as a learning tool.

A few years ago most children used home-computers to access the Internet, and, because of the static nature of the access point, parents had a good chance of knowing what their children were getting up to. Today children can use mobile, wireless technology anywhere they like and their Internet activity is much less visible to parents. Even though some do not have a data plan to connect to the Internet, thanks to the growing number of free Wi-Fi access points in public facilities like libraries, government premises, leisure and sport facilities, and the lobbies of public housing (where 30% of the population have their accommodation) Internet access is very convenient.

More than half of parents surveyed experienced conflicts over smartphone use with their children, mainly in the form of disobedience and verbal disputes. Fifteen percent experienced such conflicts frequently. Fortunately, serious conflicts, such as physical violence and running away from home, were rare.

What were the common methods of supervising children's use of the Internet? Among the 18 items collected from focus group interviews with parents, children, teachers and social workers, we identified three key types:

involvement

,
screening
and

monitoring

. The most common one, also deemed to be the most effective one by parents, was involvement

, i.e. spending time discussing the experience of using the Internet with their child.

Interacting

with children using social media comes next, but it was not particularly welcomed by their children especially those who are older.

Most school children reported that they were happy with their experience in using the smartphone. They thought that it could enhance their knowledge, allowed them to understand new technology, and improved their communication with others. However, about 30% reported troubled experience such as having a tendency to be addicted to the smartphone (30%), affecting academic performance (25%), affecting health (28%), encountering indecent materials easily (27%), and reducing face-to-face communication with parents and others (18%).

Every generation has its own source of tension between parents and children. The use of the smartphone is possibly one of the most difficult to manage because children's presence at home does not make it easier to follow parental instructions, or to steer them away from trouble, as most parents expected before the invention of smartphone.

For further information

contact:

Yu-cheung Wong (<https://web.swk.cuhk.edu.hk/en-gb/people/teaching-staff/full-time-teaching-staff/pr-of-wong-yu-cheung>)

, Chinese University of Hong Kong.

Image credit

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Shaun Dunmall (<https://flic.kr/p/H8KsMX>)

mSakhi and Swasthya Slate: User friendly digital communication tools for community health workers.

Published: June 20, 2016

Categories: husiTa board blogger

Tags: health, mobile technology, poverty

Original URL: <https://husita.org/msakhi-and-swasthya-slate-user-friendly-digital-communication-tools-for-community-health-workers/>

It is a well-known fact that the health of a person depends on where he/she lives. Access to health care services for poor individuals living in disadvantaged communities is a global problem spanning both developing and developed nations. Be it the slums of Nairobi, the densely populated low income communities of East Los Angeles or the remote tribal villages of rural India, members of vulnerable population groups experience devastating public health problems such as maternal mortality, child health and mental health issues. Critical illness in a family is one of the key contributors to poverty in such communities for whom access to healthcare is plagued with physical and economic barriers.

Extensive grass roots outreach efforts by community health workers has proven to be an effective tool for improving health conditions in these vulnerable communities. Known as

Promotoras

in Mexico,

Community Health Doctors

in China and

ASHAs

(Accredited Social Health Activists) in India, these workers reach out to individuals in poor communities and provide critical health care services at extremely low cost (or free services). Hailing from the local community and being familiar with the language and other cultural aspects of the community, they serve as primary health care providers enabling the crucial link between the community and formal health systems. As front line workers, they have the enormous task of reaching out to medically underserved populations in urban and rural areas who, for the most part, have extremely low levels of literacy and find it difficult to navigate the structural barriers for accessing health services.

Community health and mobile technology

Community health workers are therefore an integral part of the continuum of care, especially for people living in disenfranchised communities across the globe because they act as the bridge between community members and medical authorities, doctors, nurses etc. Empowering these front line health workers with trainings on latest health care information is of paramount importance in order for them to educate the disadvantaged communities on health related practices and proactively prevent catastrophic health situations in the future. Supporting these grass roots workers globally with technological tools such as mobile or tablet enabled health information platforms and training them with digital technology has proven to have sufficient evidence of effective outreach to vulnerable populations. The digital tools enable workers to better sustain the knowledge acquired and apply them in identifying health problems early on in these poor communities. Technology is truly a game changer in the way disadvantaged communities can have access to much needed health services.

Example - mSakhi

An example of such a technological tool used by community health workers in India (i.e., ASHAs) is mSakhi (<http://msakhi.org/aboutus.php>)

. The Hindi word

mSakhi

translates to the meaning 'mobile friend'. mSakhi is a multimedia communication tutorial application loaded on to a mobile phone that provides pragmatic health messages on crucial maternal and new born child health issues. Studies assessing the impact of mSakhi on ASHAs have indicated that this technological tool is useful for the frontline workers in several ways. Workers enjoyed the advantage of being able to articulate health related messages better, especially when counseling members of the disadvantaged communities on reproductive health, child health etc. The combination of visuals with images on a mobile phone (as opposed to books and flipcharts that are heavy to carry) enabled better interaction and engagement with the community residents. The community health workers found mSakhi to be effective in promoting disease prevention and educating the residents on healthy life style choices apart from connecting them to medical resources when needed.

Example - Swasthya Slate

Another example of a technological tool that aids community health workers in their outreach efforts is

Swasthya Slate (<http://www.swasthyaslate.org>)

. The Hindi word Swasthya translates to the meaning 'centered in one's own self' as reflecting an inward focus. Thus, Swasthya Slate refers to a medical examination of oneself to understand how healthy he or she is. It is a digital health care application that can be run on a mobile phone or a tablet to conduct 33 types of diagnostic tests including blood pressure, Malaria identification, blood sugar, etc. The application users can upload data regarding the patient's diagnosis (based on the tests) and medical services are organized accordingly. Even the geographical details of service delivery is recorded in the form of GPS coordinates that lends itself for spatial analysis to have a better understanding of health service needs in the community and the impact of service outreach.

In both examples, the local language interface makes the technological application user friendly for the frontline health workers and for the community members themselves who, for the large part, have only a basic level of education. The application features also simplify analysis of community members' health data in a way that minimally-trained health workers can easily understand.

Digital communication technology has tremendous potential to transform how community practice social workers can conduct outreach to enable members of disenfranchised communities across the globe to have better access to health and human services. Mobile technology applications such as mSakhi and Swasthya Slate can reshape the social worker and client relationship in any disadvantaged community across the globe enabling the social work profession to have a progressive identity.

Harnessing technology for social good is one of the grand challenges for social work practice in the 21st

century. According to the NASW (National Association of Social Workers) and ASWB (Association of Social Work Boards) Standards for Technology and Social Work Practice (9-2), it behooves social work professionals to be aware of and proficient with technology that facilitates community well-being and to advocate for adoption of such innovative technology systems where needed. With the NASW code of ethics underscoring the integration of technology for professional practice, it is my hope that front

line social workers incorporating sustainable digital technology as part of their practice with clients will become a global reality irrespective of whether they operate in rural or urban areas in India or pockets of low income communities in urban or rural USA.

Gokul Mandayam (<https://www.linkedin.com/in/gokul-mandayam-6934661>) is a husITa Board Member and an international social work research consultant.

Featured image credit

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World Bank Photo Collection (<https://flic.kr/p/6jCS9Q>)

Reflecting on husITa16

Published: July 17, 2016

Author: Neil Ballantyne

Categories: husITa board, husITa board blogger

Tags: conferences, husITa16

Original URL: <https://husita.org/reflecting-on-husita16/>

As many readers will be aware husITa16 – the 10th international conference of husITa – was held in Seoul, Korea as part of the

Joint World Conference on Social Work, Education and Social Development (<http://swsd2016.org/>)

. Over 2,500 delegates from over 80 countries worldwide attended the event. This is the third occasion in which husITa have coordinated the technology subtheme inside the world conference with previous conferences in Melbourne, Australia in 2014; and Hong Kong, China in 2010. Given the ubiquitous presence of technology in so many aspects of human service organisations this arrangement ensures that technology related papers are presented to a wider audience and, at the same time, researchers and practitioners with a technology-related interest have the opportunity to network with peers.

The opportunity to network was grasped by three members of the husITa board when we discussed, over a working lunch, innovations in human service technology with colleagues from the Singapore Ministry of Social and Family Development (<https://app.msf.gov.sg/>)

and members of the New Zealand

Reimagining Social Work (<http://www.reimagining-social-work.nz/>)

academic blogging collective.

<http://www.husita.org/wp-content/uploads/2016/07/singapore.png>

From left

: Prof. Yu Cheung Wong (Chinese University of Hong Kong); Elaine Loo (Ministry of Social and Family Development, Singapore); Grace Vaz (Ministry of Social and Family Development, Singapore); Poh Li Kee (Ministry of Social and Family Development, Singapore); Dr. Ian Hyslop (University of Auckland, NZ); Dr. Emily Keddell (University of Otago, NZ); Nancy Ng (Ministry of Family and Social Development, Singapore); Neil Ballantyne (Open Polytechnic, NZ); Gareth Morgan (Ferret Microsystems, UK).

The husITa technology subtheme attracted a fair share of delegates who were treated to seventeen papers on a diverse range of topics from

the influence of smartphones on patterns of parenting in China (<http://www.husita.org/husita16wong/>)

, to

problem-based eLearning in Germany

(<http://www.husita.org/inquiry-based-learning-about-technologies-in-social-work-education/>)

, and the use of

predictive risk modelling algorithms in the New Zealand child protection system

(<http://www.husita.org/husita16gillingham/>)

. The ethics and issues associated with social media use by human service workers were also very evident in the papers presented, with one paper arguing for social workers to embrace social media as a

proactive way of building relationships with service users (<http://www.husita.org/husita16simpson/>)

.

For the first time we experimented with live broadcasting the presentations using periscope. Over time we will archive presenters powerpoint slides to the husITa website (<http://www.husita.org/husita16-programme/>) and, where we have permission, include the periscope video captures.

On the last day of the conference Dr John Fung from the Hong Kong Council of Social Service (<http://www.hkcss.org.hk/e/>) (see featured image above) gave the husITa16 keynote address to a packed hall full of delegates. His talk on the Challenges and Opportunities for Social Workers in the Contemporary Information Society (<http://www.slideshare.net/husITa/challenges-and-opportunities-for-social-workers-in-the-contemporary-information-society>) gave delegates a lively, thought provoking and humorous account of the prospects and possibilities that technology holds for contemporary human services.

<http://www.husita.org/wp-content/uploads/2016/07/seoul.jpg>
Image credit | Mario Sánchez Prada

The ancient yet hypermodern city of Seoul, home to 10 million residents, countless restaurants and a surreal blend of buddhist temples, street markets and ultramodern architecture, proved to be a stimulating context for husITa16. The next Joint World Conference on Social Work, Education and Social Development event is planned for Dublin in 2018: register your interest (<http://www.swsd2018.org/>) now.

Media references from the original post:

Image: singapore — <http://www.husita.org/wp-content/uploads/2016/07/singapore.png>

Image: seoul — <http://www.husita.org/wp-content/uploads/2016/07/seoul.jpg>

Nominate and vote for five new members of the husITa board

Published: November 21, 2016

Author: Neil Ballantyne

Categories: husITa board

Original URL: <https://husita.org/nominate-and-vote-for-five-new-members-of-the-husita-board/>

Election of five new members to the Board of husITa

husITa are currently seeking five new members for the husITa board (<http://www.husita.org/about-us/the-board/>) and we invite you to self nominate or nominate a person whose permission you have secured.

The person nominated must be, or become, a member of husITa mailing list (<http://www.husita.org/connect/mailling-list/>)

.

Election process

Nominations can be made between 01 November 2016 and 28 November 2016. Five positions on the board are open. Self nominations are accepted and current board members can be re-nominated. The nominating committee of the board will ensure that two candidates are nominated for each open board position. A ballot of nominees will be disseminated to husITa mailing list members during the first week of December and voting will be open for two weeks. During the third week of December, a husITa board meeting will be held to discuss results.

The names of those elected will be posted to the husITa mailing list after the husITa board makes final decisions on terms. A list of the votes received by each of the candidates will be retained so that, if a position becomes vacant, the nominee with the next number of votes will be approached to assume the position until the end of the original term. The dates listed above are those currently planned and may be changed by the board due to extenuating circumstances.

If you are nominating anyone other than yourself, make sure those you nominate indicate that they agree to serve by sending an email within seven days following your nomination to the husITa Board Secretary, Ann Lavan (Ann.Lavan@ucd.ie) with a cc to Dick Schoech (schoech@uta.edu).

Information on the person being nominated (approximately 200 words)

Complete information (below) and email to: Ann.Lavan@ucd.ie cc schoech@uta.edu

•

Name of Nominator
(email of nominator)

•

Person nominated
(email of person nominated_

•

Information on person being nominated

Include information such as experience, qualifications, reasons nominee would make a good husITa board member, nominee's agenda for husITa, and how nominee will increase the diversity of the husITa Board along dimensions such as: geography, gender, ethnicity, profession, expertise. For current board members seeking re-election, a statement on their current term board project leadership and participation must be included.

Board election results announced

Published: December 23, 2016

Author: Neil Ballantyne

Categories: husITa board, Uncategorized

Original URL: <https://husita.org/board-election-results-announced/>

The husITa board approved the results of the 2016 husITa ballot, many thanks to the 46 members of our

mailing list (<http://www.husita.org/connect/mailling-list/>)

who selected five from a slate of seven excellent nominees, they were spoiled for choice.

Congratulations to

Gareth Morgan (<https://www.linkedin.com/in/garethmorganferret>)

and

Yu-Cheung Wong (<https://web.swk.cuhk.edu.hk/en-gb/people/teaching-staff/full-time-teaching-staff/pr-of-wong-yu-cheung>)

, our existing board members, who have both been elected for a further three-year term.

Welcome aboard to three new board members who join the husITa board for the first time:

-

Julie Gilliam (<https://www.linkedin.com/in/julie-gilliam-776a6812>)

: Lead instructional technology specialist for the University of Maryland School of Social Work in Baltimore, US.

-

Oyinlola Oluwagbemiga (<https://www.linkedin.com/in/oyinlola-oluwagbemiga-4917815a>)

: Medical social worker at the University College Hospital, Ibadan Nigeria; and curator of electronic clinical social case management for social workers in two teaching hospitals.

-

Ann Wilder (<https://www.linkedin.com/in/ann-wilder-phd-lcsw-mssw-85815a35>)

: Assistant professor of social work at Stephen F. Austin State University, Texas, US.

The board look forward to this fresh injection of talent and energy, and to the contributions you will make to husITa over the next three years

Thanks also to our three colleagues Derek Coursen, Gokul Mandayam and Andrew Quinn who will be standing down at the end of 2016. The board appreciate the contributions you have made and wish you all well in your future endeavours.

The year ahead promises to be a busy one for husITa as we plan for husITa18 (to be held in Dublin as part of

SWSD2018 (<http://www.swsd2018.org/>)

), announce a best human services application award, and celebrate our thirtieth anniversary.

We wish all of our members and followers a peaceful and relaxing holiday. See you all in 2017.

husITa18 to be held in Dublin, Ireland

Published: January 18, 2017

Author: Neil Ballantyne

Categories: husITa events

Tags: husITa18

Original URL: <https://husita.org/husita18-to-be-held-in-dublin-ireland/>

We are delighted to announce that husITa will organise a human service technology stream at the Joint World Conference on Social Work, Education and Social Development

(<http://www.swsd2018.org/>)

(SWSD2018) to be held at the Royal Dublin Society, Dublin, Ireland from 4th-7th July, 2018.

SWSD2018 is organised by a joint committee, representing the International Association of Schools of Social Work (IASSW), the International Council on Social Welfare (ICSW) and the International Federation of Social Work (IFSW). It is expected that up to 2,500 practitioners, researchers and educators from around the world will gather in Dublin, Ireland, in July 2018 to explore the latest developments in social work and social development.

The overarching theme of SWSD2018 is

Environmental and Community Sustainability: Human Solutions in Evolving Society
in the context of the

UN Goals for Sustainable Development

(<http://www.un.org/sustainabledevelopment/sustainable-development-goals/>)

, 2016 – 2030.

This biennial conference is organized by agreement of the three organizations (IASSW, ICSW, and IFSW) and reflects a history of inter-organizational cooperation. Under the current agreement, the first conference was held in Hong Kong in 2010, the second in Stockholm, Sweden in 2012, the third in Melbourne, Australia in 2014 and the fourth in 2016 in Seoul, Republic of Korea. husITa has organised a human service technology theme within all but one of these conferences.

Neil Ballantyne (husITa Chair) and Ann Lavan (husITa Secretary) have made contact with the local organising committee in Dublin, and John Brennan has confirmed the agreement of his committee to working with husITa to plan our stream at SWSD18.

Watch this website for more information.

Featured image credit

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Miguel Mendez (<https://flic.kr/p/dyn2FU>)

husITa seeks new editors for the Journal of Technology in Human Services

Published: January 21, 2017

Author: Neil Ballantyne

Categories: JTHS

Original URL: <https://husita.org/husita-seeks-new-editors-for-the-journal-of-technology-in-human-services/>

Call for Proposals

<http://www.husita.org/wp-content/uploads/2013/05/JTHSCover.jpg>

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pplications (husITa) seeks an individual or team to serve as the new editor(s) for the Journal of Technology in Human Services (JTHS). We seek an editor, or editors, who have a demonstrated commitment to

the mission of husITa (<http://www.husita.org/about-us/>)

, the

aims and scope of the JTHS

(<http://www.tandfonline.com/action/journalInformation?show=aimsScope&journalCode=wths20>)

, and experience with editorial functions or roles (e.g. manuscript review). We are particularly interested in applicants that can enhance the multidisciplinary and/or international focus of the journal and bridge the gap between research and practice. We will consider various editorial models including co-editorships and cross-institutional collaborations. However, all proposals must have an Editor in Chief who will be accountable to the husITa board and will hold an ex officio position on the husITa board.

husITa is an international virtual association and US 501(c)(3) non-profit organization dedicated to promoting the ethical and effective use of IT to better serve humanity. Our members are human service professionals, managers, and academics. husITa's focus and expertise is situated at the intersection of three core domains: information technology, human services, and social development. With an emphasis on human centeredness and social justice, husITa strives to promote international knowledge development, dissemination, and transfer of technology within human services. It achieves this through multidisciplinary leadership in international conferences, publications, collaboration, and consultation directed particularly at IT applications and innovations that promote social betterment.

The Journal of Technology in Human Services was established in 1985 with the aim of exploring the potentials of computer, internet, and telecommunications technologies in mental health, developmental disabilities, welfare, child protection, addictions, education, and other human services. The scope of JTHS covers the full range of technological applications from policy to management, direct service, and client self-help. Taylor and Francis (T&F) publishes a yearly volume of JTHS consisting of 4 issues containing 100 journal pages or approximately 400 double spaced manuscript

pages.

The Proposal

A proposal to assume the role of editor should be limited to 5 single spaced pages and include the following:

- A statement on how the editor(s) see the journal carrying out the vision of husiTa (above) and the aims and scope of the JTHS
(<http://www.tandfonline.com/action/journalInformation?show=aimsScope&journalCode=wths20>)
.
- A summary of the qualifications of the editor(s), e.g., husiTa/JTHS activities, technology background and experience, editorial and publishing experience, etc., to include the vitas of all proposed editors.
- The proposed editorial structure (e.g. collective or collaborative possibilities), positions (e.g., book and application review editor), and duties.
- Editorial Board recruitment, selection, and coverage in terms of expertise and diversity.
- Any statement of assurances from appropriate administrator(s) (e.g. Dean/Director) of institutional support such as funds, release time, administrative assistance, etc.

Additional information

- Proposals must be submitted as a word or RTF file via email to
husita@husita.org
by 1st of March 2017. Notification of acceptance will be made the first part of April 2017.
- The editor's term is for 5 years (Mid 2017 – Mid 2022) with the possibility of renewal. This period covers 5 volumes with 4 issues per volume/year
.
Following a notification and resolution period, the husiTa board reserves the right to terminate the editor(s) term at any time if problems arise.
- JTHS Issues are due in March, June, September, and December of each year.
- T&F provides 3 gratis subscriptions of JTHS to the Editor and 1 gratis subscription to each member of the Editorial Board so long as the editorial board member performs his or her duties.
- There is no stipend or funds for payment or honorarium for the Editor(s). Any request for expenditures related to JTHS editing must be made to and approved by the husiTa board.

•

The new editor of JTHS will be invited by T&F to visit Philadelphia for an orientation meeting and to learn about the ScholarOne manuscript management system early in their term.

•

Currently, T&F welcomes guest editors of 2-4 issues on specialty topics. For example, husITa conference organizers typically edit conference proceedings as a multiple issue of JTHS.

•

Indexing of JTHS content is available on the inside cover. As well as the main T&F website for JTHS (<http://www.tandfonline.com/toc/wths20/current>)

there is a

promotional

husITa JTHS website (<http://www.husita.org/publications/>)

.

The contract between husITa and T&F is available upon request.

Contact any member of the Editor's Search Committee if you have questions. Members representing husITa are husITa chair

Neil Ballantyne

and husITa secretary

Ann Lavan

. Members representing the JTHS board are current JTHS editors

Dale Fitch

and

Bruce Vieweg

. The chair of the Search Committee is

Dick Schoech

.

Media references from the original post:

Image: Cover of the Journal of Technology in Human Services. —

<http://www.husita.org/wp-content/uploads/2013/05/JTHScover.jpg>

Social work educator's guide for #SWVirtualPal

Published: February 24, 2017

Author: Amanda Taylor

Categories: Uncategorized

Tags: education, twitter

Original URL: <https://husita.org/social-work-educators-guide-for-swvirtualpal/>

This guide explains the hashtag #SWVirtualPal and how you might incorporate it into course content, a class assignment or learning activity. You can also download a PDF version of this guide (https://drive.google.com/open?id=0ByR_E-iQH7PdY1VVaFlpbEFONDg)

The purpose of the #SWVirtualpal hashtag is to create professional connections between social work students, practitioners, and academics across the planet. It was created by

Amanda Taylor (http://www.uclan.ac.uk/staff_profiles/amanda_taylor.php) from the University of Central Lancashire in the United Kingdom

and

Laurel Iverson Hitchcock (<https://www.uab.edu/cas/socialwork/faculty-directory/laurel-hitchcock>) from the University of Alabama at Birmingham in the United States. To learn more about #SWVirtualPal, read

this (<http://www.laureliversonhitchcock.org/2016/09/24/swvirtualpal-hashtagging-for-connection/>) blog post.

Why #SWVirtualpal in Social Work Education?

http://www.laureliversonhitchcock.org/wp-content/uploads/2016/09/smart_phone_texting_block_text_10927-1.png

Pen Pals have been a 'thing' for a very long time. The earliest record of their usage, that we can find, is reported as being led by an 'innovative Iowa teacher' called Birdie Matthews, who at the time employed the methodology to bring the realities of WW II into the classroom (Myers-Verhage, 1995). Matthews creativity in the classroom quite possibly led to one of the most famous pen pal relationships of all time, and this was between Juanita Wagner (her student at the time) and Anne Frank. So why are we telling you all of this? Well, before the internet the likelihood of a social work academic in the US, working closely and supportively with a social work academic in the UK would have been 'virtually' unheard of, or indeed a fairly disparate affair, which would have been laborious to maintain. However, thankfully for us technologies have changed the way we work and the way we connect. Today's digital and social media present all sorts of possibilities and opportunities; and being social workers with our default set on creativity, we decided quite a way back now to exploit all it is that technology affords.

Our mutual interests in creative teaching methodologies and an awareness of the benefits of digitalization led to us connecting online, via twitter... neither of us can actually remember when or why but it is suffice to say our like-mindedness took control. A fairly recent Skype chat highlighted that us being together in the same space was not going to result in any other than trouble and it is in this blog that we would like to offer you all the opportunity to join us in our troublesome-ness. Why do we use the word trouble? Well we are all so busy and never have enough time to do everything we want to do ... this was pretty much how the conversation went. But once we got past this the need to

create and innovate overtook. We talked about connections and the benefits of being connected. We talked about geography and shared ideas and resources about 'connectography' (Khanna, 2016), and the way in which the world is becoming a smaller place and also a much more diverse place. We went on to think about our respective student groups and how we could facilitate their learning in terms of the wider world. This for one reason or another led us to the notion of peer support, communities of learning and the fact that exposure to knowledge did not need to be such a local affair. Within these creative moments we came up with the idea of social work pen pals. We thought about how pre-modern digitization – the pen and paper technologies – facilitated connections and how that we had at our fingertips Twitter, a device and the hashtag.

How to use #SWVirtualPal in Social Work Education?

The hashtag can be used to connect with social worker students in any location – another county or country. There are many advantages to having a #SWvirtualpal such as broadening one's professional network, learning about social work practice in other parts of the world, expanding one's understanding of the global social environment, improving one's digital skill set, and finding new friends (think self-care). The hashtag is also registered with the Symplur Health HashTag (<http://www.symplur.com/healthcare-hashtags/>) Project at <http://www.symplur.com/healthcare-hashtags/swvirtualpal/>, which shows who is using #SWVirtualPal and some of the tag's analytics.

Possible learning objectives include:

- Access and offer peer-to-peer support.
- Share learning and practice professional self-reflection.
- Build on a professional learning network.
- Use CoActEd Learner Mapping Tool to screen current professional learning network and identifying gaps:
<https://drive.google.com/file/d/0B8EjX-OzeLTacEloblJ5THZXRIU/view?usp=sharing>
- Demonstrate professional and ethical behavior in behavior with social media and online communication.
- Recognize and communicate their understanding of the importance of difference in shaping life experiences.
- Use technology ethically and appropriately to facilitate practice outcomes.

In the classroom, social work educators could encourage their students to find a #SWvirtualpal or develop an "exchange" with a social work classroom in another part of the world. The possibilities are endless.

Possible assignments include:

- Ask students to find two different #SWvirutalpals over the semester – one from their country of origin, one from outside their country of origin, and then communicate weekly for the rest of the semester.
- Create a transcript of tweets with a #SWvirtualpal from the semester.
- Observe how others are using the #SWvirtualpal hastag and write a 300-500 word description of your observations.
- Write a 300-500 word self-reflection about what you learned from using the #SWVirtualPal hashtag, including who is your new colleague, what did you learn from them, and how you might work with them in the future.

Here are some general tips for connecting helping students connect with a social worker or another student on the other side of the world:

- Reach out to several students and/or professionals. It may take some time before you find a good fit with a #SWvirtualpal.
- Let the person know about #SWvirutalpal and why you are reaching out to them.
- Share general information about your professional interests, courses, or work.
- Ask questions about your #SWvirtualpal's professional background and interests.
- Check in periodically with your #SWvirtualpal.
- While we use the hashtag on Twitter, you could use it on other social media platforms that support tagging.

For help finding a #SWvirtualpal, students can:

- Follow
@SWVirtualpal (<https://twitter.com/SWVirtualPal>)
to see a list of people using the #SWvirtualpal hashtag. See who is on the list and reach out to someone.
- Ask to be added to our
#SWvirtualpal Twitter list (<https://twitter.com/SWVirtualPal/lists/swvirtualpals>)
by tweeting to
@AMLTaylor66 (<https://twitter.com/AMLTaylor66>)

(Amanda Taylor) and/or
@laurelhitchcock (<https://twitter.com/laurelhitchcock>)
(Laurel Hitchcock) directly. We will add your name to this list and someone may reach out to you.

•

Do a hashtag search and see who else is tweeting with #SWvirtualpal. Review who is using the hashtag and see if they might be a good fit for your #SWvirtualpal.

http://www.laureliversonhitchcock.org/wp-content/uploads/2016/12/SWvirtualpal-How-Tos_Revised_12.8.16.jpg

When a student finds a #SWvirtualpal, they can send out a tweet that might look like this – “I found my #SWvirtualpal & we talk about Social Media in SW edu. @SWVirtualPal @AMLTaylor66 @laurelhitchcock.”

Please note this is an informal way for professionals to connect and share with each other, not a therapeutic approach or referral for services. Check with your local community for direct services.

We periodically check out #SWvirtualpal to see what is happening and to offer support. Remember, you and your students can follow us on Twitter at

@AMLTaylor66 (<https://twitter.com/AMLTaylor66>)

(Amanda Taylor) and

@laurelhitchcock (<https://twitter.com/laurelhitchcock>)

(Laurel Hitchcock) and the official

@SWVirtualPal (<https://twitter.com/SWVirtualPal>)

Twitter feed. Let us know if you have any questions!

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Reblogged (with permission) from Teaching & Learning in Social Work by Laurel Iverson Hitchcock (<http://www.laureliversonhitchcock.org/>)

Media references from the original post:

Image — http://www.laureliversonhitchcock.org/wp-content/uploads/2016/09/smart_phone_texting_block_text_10927-1-253x300.png

Image —

http://www.laureliversonhitchcock.org/wp-content/uploads/2016/12/SWvirtualpal-How-Tos_Revised_12.8.16.jpg

Two new editors for the Journal of Technology in Human Services

Published: March 30, 2017

Author: Neil Ballantyne

Categories: husITa board, Uncategorized

Original URL: <https://husita.org/two-new-editors-for-the-journal-of-technology-in-human-services/>

<http://www.husita.org/wp-content/uploads/2013/05/JTHSCover.jpg>

husITa is delighted to announce two new editors for our official journal the

Journal of Technology in Human Services

(<http://www.tandfonline.com/action/journalInformation?show=aimsScope&journalCode=wths20>)

. Following the resignation of our two most recent editors - Dr. Dale Fitch and Bruce Vieweg - husITa set up a Search Committee and invited proposals for new editors. Many thanks to everyone who took the time to submit a proposal. The Search committee has concluded its business and, for next three years,

Dr. Lauri Goldkind (<http://www.laurigoldkind.net/>)

(Associate Professor, Fordham University, USA) will fulfil the role of Editor in Chief; and

Dr. Chitat Chan (<http://apss.polyu.edu.hk/staff/dr-chan-chitat-chen-zhi-da-bo-shi>)

(Assistant Professor, Hong Kong Polytechnic University, Hong Kong) will serve as Associate Editor.

Both Lauri and Chitat have strong research profiles in human service technology and exciting plans for the journal's development. Thanks are due to Dale and Bruce for the service they have given.

Congratulations to our two new editors, the

husITa Board (<http://www.husita.org/about-us/the-board/>)

looks forward to working with you.

Media references from the original post:

Image: Cover of the Journal of Technology in Human Services. —

<http://www.husita.org/wp-content/uploads/2013/05/JTHSCover.jpg>

Best Human Services App Award 2017

Published: April 08, 2017

Author: Neil Ballantyne

Categories: Apps, husITa events

Tags: Best App Award

Original URL: <https://husita.org/best-human-services-app-award-2017/>

husITa is proud to announce the Best Human Services Application Award 2017. This award is designed to encourage and support the development of innovative and effective human service applications.

We have decided to make the award an annual event with a different app award each year: one year

the award will be for the

best human services app

; the next for the

best idea

for a human services app. This year we are inviting nominations for the best human services app.

How to nominate an App

This award recognizes outstanding software applications that supports husITa's mission to promote the ethical and effective use of information technology to better serve humanity.

-

An app is any use of computer or mobile device hardware, software and communications to address a human service problem or challenge.

-

Any individual, group, or organization can submit a nomination for the award.

-

Self-nominations are welcome.

-

Up to 5 nominations can be submitted by the same individual.

-

The online submission form should contain no more than 1,000 words that address the award criteria below. These criteria reflect questions in the nomination form. We recommend drafting responses to each of the criteria (paying attention to the word limit) prior to completing the online form.

-

Nominations will be accepted from any country in the world and the app does not need to use the English language. However, the nomination form must be completed in English.

-

Please note that information submitted in the app nomination form will be kept confidential: husITa only requires permission to publicize the recipients of the award, their contact information and a brief description of the app, along with a picture or video from the award winners and runners up.

How the nominations will be judged

-

A judging panel consisting of husITa Board members and app developers will vote for the best app.

-

Nominations will be judged using the following criteria (these criteria reflect questions in the nomination form).

-

Purpose

: The purpose of the app is relevant to the advancement of ethical and effective human service practice (50 words max).

-

User value

: The benefits of the app to end users are clear (250 words max).

-

Effectiveness

: There is evidence of the efficacy of the app (e.g. previous awards, expert testimony, effectiveness research, or feedback from users) (250 words max).

-

Sustainability

: Consideration has been given to steps that will ensure the app will continue to evolve as technology and human service solutions evolve (250 words max).

-

Users

: The app is in use by a substantial number of end users.

-

Financial support

: Existing sources of financial support (where applicable) have been identified (100 words).

-

How the award will be used

: Innovative ideas about how the \$1,000 prize would be used to further the impact of the app are included (100 words).

An award of US\$1,000 will be made to the overall winner along with an eCertificate and an icon to display on their website. Runners up, in second and third place, will receive a eCertificate and an icon to display on their web site.

Please submit your nominations using the form below by midnight on Friday 5th May 2017

-

Applications have now closed.

Winners will be contacted by email on Wednesday

31st of May 2017

and announced on this website shortly afterwards. If you have any questions about the Best App Award please use our contact form. (<http://www.husita.org/contact-us/>)

View

previous best app award (<http://www.husita.org/best-app-award-winners/>) winners.

Media references from the original post:

Image: husITa Best App Award —

<http://www.husita.org/wp-content/uploads/2017/04/husITaBestAppAward-1-300x200.png>

Introducing electronic clinical social case management in Nigeria

Published: June 10, 2017

Author: Oyinlola Oluwagbemiga

Categories: Uncategorized

Tags: Africa, health, information systems

Original URL: <https://husita.org/introducing-electronic-clinical-social-case-management-in-nigeria/>

http://www.husita.org/wp-content/uploads/2017/06/Oyinlola_Oluwagbemiga3.jpg

Oyinlola Oluwagbemiga

This blog post by

Oyinlola Oluwagbemiga (https://www.researchgate.net/profile/Oyinlola_Oluwagbemiga3)

(husITa board member, and Senior Medical Social Worker, University College Hospital, Ibadan, Nigeria) describes Oyinlola's involvement in the introduction of electronic clinical social case management into the Nigerian Health Information Management System (HIMS).

Background

Nigeria is an African state that is home to over 180 million people: it has largest population of all African countries, and is the seventh most populous region in the world. Nigeria achieved independence from British colonial rule in 1960 and settled into a stable, civilian democracy in 1999. The Nigerian economy is currently the largest in Africa, and the 20th largest in the world.

From a historical point of view, community based social support in Nigeria was founded on the informal networks provided by the extended family system, kin group, the clan and social clubs (Iwariemie-Jaja, 2002). The development of contemporary human or social services was the result of colonization; although, social work in modern Nigeria has travelled a long way from its roots in religious and voluntary organizations to its current status as a professional discipline.

Like social work in other countries, Nigerian social work is characterized by diversity and practitioners engage in a wide range of activities, within many settings and with many different people. Nigerian social workers' work includes clinical social services with patients in hospitals, and agency-based practice where social workers serve as administrators, supervisors, community developers, case managers and so on. Some social workers specialize in work with children, women, youth, health care, older adults and people with special needs. Sometimes social workers play the role of counselors and psychotherapists.

Social workers in Nigeria also engage in teaching social work programs: although, few Nigerian universities offer social work programs at both undergraduate and postgraduate levels.

Clinical social services and the use of human service technology in Nigeria

The introduction of technology in the form of the Health Information Management System (HIMS) has had a significant impact on the delivery of health care services in Nigeria. The HIMS developed from a need to capture the health information of patients presented from the primary health care system up to the tertiary health care system. It aimed to provide easy access to patient records for health care professionals whilst ensuring strict data security. It had the secondary aim of replacing paper based systems for arranging laboratory and radiological investigations as well as procuring drugs from the pharmaceutical stores. Through the online health information management system, patients could

also schedule appointments with doctors, and other health care professionals, without the stress of waiting long hours at outpatient clinics. This initiative has helped in providing quality health services, but there are some problems with patient consistency in attending follow-clinics, home-visits, booking psychotherapy sessions, documenting financial assistance for patients and other core clinical social services.

All federal government funded teaching hospitals in Nigeria include Medical Social Services Departments headed by trained and registered social workers. The Medical Social Services Department is one of the clinical services of each teaching hospital and provides psychosocial services to patients. In 2014, the

Association of Medical Social Workers of Nigeria

(<https://www.facebook.com/Association-of-Medical-Social-Workers-of-Nigeria-456317734411024/>)

(AMSOWN) approved a concept paper, drafted by me and my team, to add electronic clinical social case management to the Health Information Management System. Following approval by the Chief Medical Director the project commenced at the

University College Hospital, Ibadan. (<http://www.uch-ibadan.org.ng/>)

The University College Hospital (UCH) is a tertiary health institution founded in 1957, and has 1000 beds. It has various specialty units and paramedical services with inpatient and outpatient services. UCH has patients referred from all parts of Nigeria and the West African sub-region. The project for e-social case management was rolled out in three phases (described below) and was conducted in partnership with the hospital's department of information technology. The project was subsequently adopted by two other teaching hospitals in Nigeria:

Ondo State Trauma Centre (http://www.ondostatemoh.gov.ng/updates_3.php)

and the Federal Medical Centre in Bauchi state.

First phase

The first phase of the project involved meeting with head of the information technology department to develop an application that core professional social workers, and their assistants, would find easy to use. The application was installed on the hospital's Health Information Management System (HIMS) to serve as a means of referral to medical social workers and to give them access to: the medical history of patients, their diagnoses, family and social history, general health condition and other important information that would assist the social worker to work effectively with the patient.

Second Phase

This phase focussed on the integration into the system of historical medical social services records from 1957 to 2014. This was a difficult but important task since it enabled social workers to have seamless, electronic access to records from the first patient ever seen by the department. Patient records were digitally archived on the electronic clinical social case system of the hospital's Health Information Management System (HIMS) in just over six months. The total number of patients seen in the department between 1957-2014 was about 831,600. The e-clinical social case system classified each patient based on clinical diagnoses, medical history, family and social history, social diagnosis, review (presenting social problem), plan of action and social work intervention.

The electronic clinical social case system includes functions that:

- schedule appointments with patients

- alert medical social workers to follow-up visits
- generate GPRS of patients location for easy home visits
- support communication with other health professionals using the intranet chat platform
- generate descriptive percentage scores of the number of patients presented with psychosocial problems within the department (disaggregated by gender).

In addition, case managers (supervisors) have the opportunity of supervising case workers electronically and sending their comments via email. At the end of every month medical social workers meet during the ground-round to discuss topical clinical social work issues in the management of patients in the hospital.

Third Phase

This phase occurred on completion of the project and included the official presentation of the project to hospital management. The project was also presented during the socio-scientific conference of the Association of Medical Social Workers of Nigeria (AMSWON) where a member of the board of the association recommended the project should be replicated by all medical social services departments in Nigeria.

Challenges of electronic social case management system in Nigeria

Managing the changes associated with technological innovation can be challenging and stressful. The following are some of the challenges faced during the implementation of electronic social case management system in Nigeria:

- At the start of the project there was a low level of computer literacy among medical social workers in the teaching hospitals. The few social workers who had good computer literacy acted as mentors to others, and some social workers were given clerical assistance to assist with data entry.
- There was a problem using the system at the emergency department of the hospital: especially when social workers were required to provide crisis intervention services to victims of accidents brought to the hospital by road safety officers, police officers, good Samaritans or the ambulance service. As a result of this, social workers now provide the immediate crisis intervention services before going to the administrative office to input patient data on the electronic social case management system.
- There was inadequate funding from hospital management and no financial support from the professional association of medical social workers in Nigeria. However, in kind support was received through a multi-sectoral approach involving some key departments in the hospital (information technology department, health information department, medical social services department and the hospital services department).

- There was a problem with the integration of other social service sectors into the electronic social case management system. Efforts are now underway to develop a Comprehensive Electronic Social Services System (CESSS) for the Federal Ministry of Women Affairs and Social Welfare in Abuja. This will be achieved through the support of the Nigerian Association of Social Workers (NASoW) and the newly established Nigerian Social Work Council (NSWC).

- Training social workers to use the electronic social case system in all of the 36 States in Nigeria was a major challenge. However, the Association of Medical Social Workers of Nigeria (AMSWON), during its annual socio-scientific conference in 2017, plan to organize a workshop session for all Heads of Department of Medical Social Services Department in Nigerian Hospitals (both States and Federal).

Finally, the level of participation of social workers in this project was encouraging, and stakeholder participation is crucial at this critical time when the whole world is going digital. One of the direct results of the project, was the formation of partnerships between core departments in the hospital, and the professional association of social workers. The partnerships formed are working towards providing an ethical and effective environment for professional data management and sharing. Moving forward, there will be a continuing need for stakeholder engagement and increased participation and commitment from governmental agencies in order to provide the technical expertise necessary for a unified and Comprehensive Electronic Social Services System (CESSS) for the Nigerian social service workforce.

Image credit:

Christopher Congdon (<https://flic.kr/p/dsLCPS>)

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Media references from the original post:

Image — http://www.husita.org/wp-content/uploads/2017/06/Oyinlola_Oluwagbemiga3-150x150.jpg

Winners of the Best Human Services App Award 2017

Published: June 11, 2017

Author: Neil Ballantyne

Categories: Uncategorized

Tags: Best App Award

Original URL: <https://husita.org/winners-of-the-best-human-services-app-award-2017/>

<http://www.husita.org/wp-content/uploads/2017/04/husITaBestAppAward-1.png>

husITa is delighted to announce the winners of the Best Human Services App Award 2017. The award recognizes outstanding software applications that support husITa's mission to promote the ethical and effective use of information technology to better serve humanity. Submissions were judged by a panel of three (two husITa Board Members and one app developer) using a set of seven criteria including the apps

purpose

; its

value

to end users; evidence of

effectiveness

;

sustainability

; number of

users

;

financial

support and how the

award

would be used.

The judges awarded first place to Learning Pool in Northern Ireland for Child Development Apps 1-3; second place to Rob Morris from the USA for Koko; and third place to Ansible Australia for Record my Hours.

Next year husITa will be inviting submissions for the Best Human Services App Idea, so get storyboarding now.

First Place: Child Development Apps 1-3

<http://www.husita.org/wp-content/uploads/2017/06/Screenshot-2017-06-11-14.28.57.png>

Child development Apps 1-3

(<https://play.google.com/store/apps/details?id=com.paperbag.child&hl=en>)

were developed by

Learning Pool (<https://www.learningpool.com/>)

in collaboration with the Northern Ireland Social Care Council and the content was authored and updated by Ulster University and Queen's University Belfast. The three Apps-Child Development 0-7 years, 7-12 and 13-18 years-enable health and social care practitioners, and parents, to download information on developmental milestones: including typical and atypical social, cognitive, language and physical development. The apps provide excellent peer-reviewed knowledge with easy access to

concise information and concomitant links to more detailed sources as and when needed. The app has an estimated 120,000 users and an article on the app development process can be found here (https://www.researchgate.net/publication/291832879_Making_Social_Work_Education_App%27ier_The_Process_of_Developing_Information-based_Apps_for_Social_Work_Education_and_Practice)

Second Place: Koko

<http://www.husita.org/wp-content/uploads/2017/06/Screenshot-2017-06-11-14.13.58.png>

Koko (<https://itskoko.com/>)

is a online chat app developed by

Rob Morris. (<http://www.robertrmorris.org/>)

The purpose of Koko is to promote emotional resilience. It uses a form of crowdsourced, cognitive therapy developed at MIT. Users work together online to help each other find hope and optimism.

Koko helps users learn to think more flexibly and hopefully. Koko also uses deep learning neural nets to identify distressed users all over the Internet (not just on Koko). For individuals in acute crisis, Koko provides country-specific referrals to life lines and other resources (e.g., NEDA for eating disorders).

Evaluations of Koko can be found

here (<http://www.jmir.org/2015/3/e72/>)

and

here (<http://journals.sagepub.com/doi/abs/10.1177/0146167217695558>)

. The app has an estimated 500,000 users, and feedback from Koko users can be found here. (<http://kokoloveletters.tumblr.com/>)

Third Place: Record my Hours

<http://www.husita.org/wp-content/uploads/2017/06/Screenshot-2017-06-11-14.04.55.png>

Record my Hours

(<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/record-my-hours-app>)

is an app designed by

Ansible Australia (<https://www.ansibleww.com/>)

for the Australian government's Fair Work Ombudsman. The purpose of the app is to tackle the persistent problem of underpayment of young and migrant workers. The app helps workers automatically and accurately record their hours of work and pass-on information about their employment to eliminate disputes around entitlements. With 10,000 downloads Record my Hours is on track to be one of most popular Australian Government apps ever released.

View

previous best app award (<http://www.husita.org/best-app-award-winners/>) winners.

Media references from the original post:

Image: husITa Best App Award —

<http://www.husita.org/wp-content/uploads/2017/04/husITaBestAppAward-1-300x200.png>

Image: Child Development Apps 1-3 —

<http://www.husita.org/wp-content/uploads/2017/06/Screenshot-2017-06-11-14.28.57-150x150.png>

Image — <http://www.husita.org/wp-content/uploads/2017/06/Screenshot-2017-06-11-14.13.58-150x150.png>

Image — <http://www.husita.org/wp-content/uploads/2017/06/Screenshot-2017-06-11-14.04.55-150x150.png>

Technology and aging

Published: June 29, 2017

Author: Neil Ballantyne

Categories: husiTa board blogger

Tags: aging, older people

Original URL: <https://husita.org/technology-and-aging/>

This blog post by

Ann Wilder (<http://www.sfasu.edu/socialwork/100.asp>)

(husiTa board member, and Assistant Professor at Stephen F. Austin State University School of Social Work) describes one of Ann's research interests: technology and older people.

<http://www.husita.org/wp-content/uploads/2017/06/annwilder.jpg>

Ann Wilder

Most everyone knows that we are living in a world that is rapidly aging. Sociologists refer to this as the grey or silver tsunami, beginning in 2011 in the US when approximately 10,000 Baby Boomers began achieving the age of 65 daily (<http://www.pewresearch.org/fact-tank/2010/12/29/baby-boomers-retire>), a trend that is expected to continue until 2030. What does this mean for older adults and their families, and how can technology help build a connecting bridge and serve as a sustainer of social bonds?

According to Pew Research, older adults over the age of 65 make-up only 25-35% of the population using the internet; yet, since 2000, this age group has had the highest rate of change, especially in reported smartphone use, indicating an overall increase in technology use

(<http://www.pewinternet.org/2015/06/26/americans-internet-access-2000-2015/>)

. In this blog post I will discuss some technological advances in the arena of aging and elder care with an emphasis on how these technologies can be applied in human services as support for older adults to live and age well.

First, I want to address social media with older adults. Today grandparents can stay connected to adult children and grandchildren through Facebook, Instagram, Twitter and other picture sharing apps. Clearly, social media has become a popular form of communication worldwide. The increasing need for medical intervention, that typically comes with aging, means that older adults frequently find themselves in situations where they have reason to use technology to communicate with professional caregivers and family members regarding their health status and other quality of life issues. Like other age groups, older adults benefit from social technology

(<http://news.stanford.edu/2016/11/28/oldest-adults-may-much-gain-social-technology/>)

. Examples of older adults creating connectedness through social media usage cross the spectrum from generic status updates and picture sharing to personal "good night and sweet dreams" text messages to loved ones.

Training for older adults on how to use iPhones, iPads, tablets and other smart phone devices, through free classes and on-going groups at senior centers and public libraries, is also becoming more common in the developing world. Grass roots community groups assist older adults to become proficient in online communication (e.g.

Blue Hair Technology Group (<https://bluehairtech.org/>)

and

OATS (<http://oats.org/>)

of New York) and lists of workshops and training opportunities allow seniors to find free workshops throughout the United States (e.g.

Oasis Lifelong Adventure (<https://www.oasisnet.org/National-Programs/Connections-Technology>)

and

AARP Academy Network (<https://aarptek.aarp.org/?CMP=RDRCT-TEK-OTHER-SUNSETTEK2-8316>) listing of training resources).

These are examples of how technology is being used to empower and help older adults address the rapidly advancing digital divide that often creates communication silos when adult children move farther away from home. Globalization and new economic conditions have created more career opportunities for professional working adults, which can in turn, result in needing to leave older family members in living situations where they must manage on their own. More recently, the development of apps for use with cell phones that allow older adults to maintain connection with family members and to engage in remote caregiving, monitoring and sharing of personal health information (e.g. Caring Bridge (<https://www.caringbridge.org/>)

,

Lotsa Helping Hands (<http://lotsahelpinghands.com/>)

,

Caring Village (<https://www.caringvillage.com/>)

,

Medisafe (<https://medisafe.com/>)

Pill Reminder & Medication Tracker) is becoming more mainstream. Again, working with a personal device, such as a smartphone, allows for a direct link to individuals that an older adult chooses they can trust as opposed to exposing themselves more openly through the internet and public social media platforms. Personal cell phone use seems to be a more trusted mode of communication when engaging in social media and is still considered a direct mode of communication with trusted individuals to help alleviate common fears of scamming or privacy invasion that sometimes occur via questionable internet sources. Privacy becomes a greater concern for this generation of technology users on both social media and health related platforms because of a higher tendency to be targeted by

scams and identity thieves in the US

(<https://www.fbi.gov/scams-and-safety/common-fraud-schemes/seniors>)

and the

UK. (<http://www.telegraph.co.uk/news/2017/01/19/fraud-cyber-crime-now-countrys-common-offences>)

Secondly, there is the aspect of communication with professional caregivers and medical providers that is becoming more common in healthcare settings where technology is leading the way in medical record keeping. Telecare, telehealth and telemedicine, combined with practitioner supported technologies, are becoming more readily used. These technological interventions serve as a buffer between older adult patients and health care providers to help manage the complexities of information and medical advances necessary in the coordination of eldercare. After all, the older you become the more likely you are to have medical problems and the more likely your doctor is to recommend frequent testing and monitoring of physical functionality. Electronic medical case records for patients began with medication and chronic disease management applications that can mirror a

patient's medical records and provide feedback on such things as diabetic self-care, medication regimes and GPS tracking of exercise activity. This allows for more open records where more than one medical professional or designated individual can view existing risks and respond acceptably. These eHealth and mHealth services (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4312594/>) are not only helping active healthy older adults age in place with dignity, they are allowing people in more rural and remote areas to receive health care services that fill gaps by providing links to resources that might not otherwise be available in less developed regions throughout the world. While each of these areas of technology use can result in structural lag, thereby increasing the digital divide for older adults, it is also allowing more opportunities for older adults to remain in home longer with higher levels of care, self-determination, and personal freedoms. Newer technologies can also help bring more resources and fill gaps related to medical and health services for older adults living in rural areas around the world.

Third, there are the components of elder care that allow for "aging in place" technology that empower older adults and families to create quasi smart home environments through integration of alarm systems, sensors, emergency and fall detection pendants

(<https://www.ageinplacetech.com/blog/five-new-technologies-older-adults-may-2017>)

, medication devices that remind, dispense and track usage, and video cameras that allow for face time chatting or synchronous sharing in social events (e.g. meals, concerts, award ceremonies, plays or sports competitions). Across the world, older adults and their family caregivers are stepping up and gaining knowledge on how to engage with technological advances now more than ever because of increase in availability and decrease in cost. Many small and reasonably priced technology devices, most frequently smartphones, are becoming available and making it easier for family caregivers to arrange "a la carte" style assisted living scenarios for their aging parents. This can allow caregivers to maintain a career long distance while staying engaged in the caring responsibilities for their own parents. With cost reduction, technology is also becoming a less expensive option for elders living in poverty that might not have access to resources and adequate healthcare. This is particularly noticeable in the developing world where resources are few and incomes for older adults are sometimes nonexistent.

Each of these topics presents what some of the current trends are for older adults and the application of technology in social settings, with personal and professional communication and emerging "aging in place" hack alternatives. Technology has the potential to empower older adults and the generation of people over the age of 65 that are currently stepping up to learn about and engage with technology. Globalization in the health care market has increased exponentially due to technology. This has created more opportunities for older adults to seek services that may not be locally available, may be less expensive or easy to combine with leisure travel and still be reimbursed by insurance (e.g.

medical tourism (<https://www.oecd.org/els/health-systems/48723982.pdf>)

for dental care, cosmetic or other elective surgeries). Taking into consideration the implications for privacy, ethical decision making with aging in place alternatives often presents safety concerns in the monitoring of elders staying at home longer. This has implications for medical malpractice or harm that can occur when monitoring of care is provided across state or national boundaries, all of which are things to consider when approaching technology use as social work providers. Technology continues to move faster than the human service industry's ability to harness it. This brings about many ethical challenges demanding critical thinking and good judgment in case by case decision making with older adults who are seeking, and at times requiring, medical technology intervention. The options for elder care are innumerable with a myriad of technological devices to choose from,

creating challenge and opportunity for individuals and families across the globalized world.

Follow Ann Wilder's tweets at
@annwilder (<https://twitter.com/annwilder>)

Image credit:
City of Seattle Community Tech (<https://flic.kr/p/QZpTqe>)

Media references from the original post:

Image: Ann Wilder — <http://www.husita.org/wp-content/uploads/2017/06/annwilder-150x150.jpg>

Professionalism, social work and the connected age

Published: July 27, 2017

Author: Amanda Taylor

Categories: husITa board blogger

Tags: ethics, professionalism

Original URL: <https://husita.org/professionalism-social-work-and-the-connected-age/>

[

Image credit:

Marco Verch (<https://flic.kr/p/VQCKcG>)

]

This blog post by

Amanda Taylor (http://www.uclan.ac.uk/staff_profiles/amanda_taylor.php)

(husITa board member, and Senior Lecturer in social work at the University of Central Lancashire)

outlines Amanda's digital journey and why it is that she is committed to finding ways for social work in England to engage more fully with the digital shift.

My initial interest in digital technologies arose out of a need to keep in touch with my family and friends when I left Ireland in 2008 to pursue a

career (http://www.uclan.ac.uk/staff_profiles/amanda_taylor.php)

in social work education in England. I experimented with a number of platforms and apps until I found those most suitable for maintaining my connections back home. At that time choices were fairly limited. I used Email, Facebook and Instant Messenger (IM). My usage was largely dictated by both my communication requirements and the functionality of the tools. It wasn't long however, having 'felt' the benefits of these tools, before my mind drifted to the affordances of new technologies for teaching and learning in social work education. I began to notice how conscious I was becoming about my 'presence' (

Rettie, (<http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.101.9820>)

2003) online. This shift in my awareness was, in part, due to my role as a social work educator, tasked with the responsibility of professionally socialising students for contemporary social work practice. I became increasingly curious about professionalism, linked to the digital shift and began to explore human existence more broadly within the context of place and space (

Hubbard and Kitchin (https://books.google.co.uk/books?hl=en&lr=&id=JAhdBAAQBAJ&oi=fnd&pg=PP1&ots=cDuW9765io&sig=5Ku1gqQB-plZZp9rH_W6zJ8oklo#v=onepage&q&f=false)

, 2010). More recently my attention has shifted, to concerns about why it might be that an increasing number of colleagues are being called to account by the

professional regulator (<http://www.hpc-uk.org/registrants/standards/socialnetworking/>)

for behaviours on social media (

Schraer (<http://www.communitycare.co.uk/2015/08/11/social-worker-sent-offensive-tweets-david-cameron-found-fit-practise/>)

, 2014;

Stevenson (<http://www.communitycare.co.uk/2014/09/10/social-worker-given-conditions-practice-order-disrespectful-facebook-posts/>)

, 2014;

McNicoll (<http://www.communitycare.co.uk/2016/11/30/social-worker-facebook-messaged-service-user-suspended/>)

, 2016,

Stevenson (<http://www.communitycare.co.uk/2016/03/02/decision-expel-social-work-student-facebook-posts-draconian-deserved/>)

, 2016) that weaken the credibility of the profession and threaten public trust.

Since my journey into the online, and indeed to a greater degree the unknown, began I have taken the opportunities available to me to raise the profile of digital technologies in social work education, in a bid to highlight their relationship to professionalism in social work more broadly. I have embedded various methods into my teaching approaches to increase the digital awareness and capabilities of students, underpinned by the current

professional standards (<http://www.hpc-uk.org/registrants/standards/download/>)

for practice. An example of which is

@SWBookGroup, (<https://twitter.com/SWBookGroup>)

an approach that incorporates the use of the microblogging platform Twitter to connect the profession in a global discussion for the purposes of

consolidating learning (<http://www.tandfonline.com/doi/abs/10.1080/02615479.2013.832190>)

through prompting reflection. The population of the group, both numerically and geographically, is testimony to its success. Another is

@SWVirtualPal (<https://twitter.com/SWVirtualPal>)

, a medium through which social work students, practitioners and academics can identify and connect with like-minded colleagues across the world to share interests and ideas. My social work virtual pal

Laurel Hitchcock (<https://twitter.com/Laurelhitchcock>)

and I have recently

blogged (<https://lynromeo.blog.gov.uk/2017/07/05/social-work-virtual-pal-local-practice-with-global-connections/>)

about this work at the request of the

Chief Social Worker for Adults (https://twitter.com/LynRomeo_CSW)

in England. You can read the blog here...

Local Practice with Global Connections (<https://lynromeo.blog.gov.uk/2017/07/05/social-work-virtual-pal-local-practice-with-global-connections/>)

.

Even though I felt like I was progressing my teaching methods and engaging in some really interesting work I remained dissatisfied about my understanding of the use of digital technologies in social work education. In some respects I felt like I was doing social work education 'to' and not 'with' students and had a deep desire to explore their digital experiences whilst engaged with their professional training. This need to know led me to design a study aimed at '

examining the contribution of social work education to the digital socialisation of students in readiness for practice' (<https://drive.google.com/open?id=0B2Q7-K-y7OQhVkxieiVpYWY5ZWm>)

. Due to the rapidity of technological change I have been sharing the progress of my study as it evolves on my

professional social media channel (<https://twitter.com/AMLTaylor66>)

. I have also

blogged (<http://wp.me/p3Nid6-4G>)

about this work and have just this week had a paper accepted for publication in

Social Work Education: The International Journal (<http://www.tandfonline.com/toc/cswe20/current>)

entitled 'Social work and digitalisation: Bridging the knowledge gaps'.

There is still much to unpack and learn about social work in the connected age. I am often challenged about why I prefix the term professionalism with the word digital. My rationale for this is explained in the pending paper mentioned above, but in short it relates to the ongoing struggles that, as a profession, we seem to be experiencing in online spaces. The answer, as I see it, is quite simple: we need to account for the digital in everything we do. We need to reconsider the Professional Capabilities Framework (<https://www.basw.co.uk/pcf/>) in a way that reflects the digital shift, and we need to develop more pointed guidance that enables the profession to become more equipped and confident in online spaces. If we are to convey the complexity of the work and truth about who we are we need to do this ethically. Social media offers so many possibilities for this, so many opportunities to promote social justice and to tell the true and messy story of social work. A profession committed to the greater good.

My need to stay connected personally has led me down a path of connecting professionally. It is hoped, if you haven't already, that you might join me on this journey, of connecting the dots between the professional and the digital so that we can exploit the affordances that new technologies offer to do social work and to tell our story in a better and much more informed way.

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husITa18 in Dublin: Important reminder re abstracts

Published: July 30, 2017

Author: Neil Ballantyne

Categories: husITa events

Tags: husITa18

Original URL: <https://husita.org/husita18-in-dublin/>

Neil Ballantyne (husITa Chair) and Ann Lavan (husITa Secretary) are working with the local SWSD2018 organising committee in Dublin, chaired by John Brennan and Ali Murphy of the official organisers MCI.

#husITa18 is topic 14 of the SWSD conference:

Ensuring the sustainable and ethical use of technology in human services

Neil and Ann urge colleagues to respond to the call for papers.

Please note the following key dates

Submissions accepted from

: June 2017

Submission deadline

: Wednesday 8th November – midnight UK time

Abstracts notifications

: January 2018

SUBMIT YOUR ABSTRACT HERE (<http://www.swsd2018.org/abstracts/>)

Gerontechnology: Great potential, but limited adoption in Hong Kong

Published: August 20, 2017

Author: Neil Ballantyne

Categories: husITa board blogger, Uncategorized

Tags: elderly, older people

Original URL: <https://husita.org/gerontechnology-great-potential-but-limited-adoption-in-hong-kong/>

<https://web.swk.cuhk.edu.hk/en-gb/people/teaching-staff/full-time-teaching-staff/prof-wong-yu-cheung>
Prof. Wong Yu-cheung

husITa Board Member

This blog post by

Wong Yu-Cheung (<https://web.swk.cuhk.edu.hk/zh-tw/people/teaching-staff/full-time-teaching-staff/prof-wong-yu-cheung>)

(husITa board member, and Associate Professor in social work at the Chinese University of Hong Kong) explores the opportunities and constraints influencing the adoption of geron-technology in Hong Kong.

Technology has enormous potential to improve the functional ability of older people, especially those who need long-term care services. This potential has yet to be realised in mainstream elder care services in Hong Kong, but it has started to attract more attention. In June of this year the Hong Kong Council of Social Services (HKCSS), with the support of the Government, organized an expo on geron-technology. (<http://gies2017.hkcss.org.hk/en/about-gies>)

This was the first event of its kind and attracted 45,000 visitors. Similar kinds of expos and trade fairs have been held in Japan, Taiwan, mainland China and, South Korea. Hong Kong is relative late comer.

Geron-technology includes technologies that assist older people to: mobilise at home and outdoors, transfer from bed to chair, take care of their daily living needs (such as toileting, bathing and eating), monitor physical and physiological conditions and stay connected with the outside world.

Geron-technology also includes tools to help professionals and care givers provide training and rehabilitation, as well as managing service delivery in institutional and community care settings.

Traditionally, in East Asia, most care work is undertaken by the elderly person's spouse, children or children-in-law, especially female family members. Heavy personal care duties require dedication and sacrifice on the part of care givers. This traditional, informal, family care arrangement is becoming unsustainable for several reasons. Firstly, smaller family sizes, lower fertility rates and more children working far away from home mean that fewer family members are available to offer care. Secondly, the extended longevity enjoyed more and more older people means that many are living to a stage when they require long-term care. And, thirdly, as a result of longevity, the off-spring of older people are themselves elderly when they have to take up care duties that prove too demanding for most.

East Asian countries have the fastest growing elderly population in terms of both numbers and proportion. So, having a good long-term care policy is an urgent concern. Within 10 to 15 years most East Asian countries will have over 25% older people in their population. Japan reached this level a few years ago and has set a very good model for other East Asian countries and regions in terms of their Long-Term Care (LTC) insurance system and the support given to older people to acquire assistive technology and subsidise home adaptations to accommodate their physical needs. This policy has been in existence since the year 2000 and has created a huge market for assistive

technology and care system products and innovations.

Since they share a similar culture and living environment, many innovations in assistive technology and care systems in East Asian countries have greater transferability within the region than outside. For example, since most older people live in small apartments, the size of the assistive equipment is of greater concern. Large bathing tubs and wheelchairs are not suitable and collapsible equipment is better adapted to the small spaces in homes and outdoors. Another example is that, since many older people live in multi-storey apartments without lifts, devices that allow wheelchairs to climb old, long and narrow staircases, are of particular value. In fact, there are NGOs in Taipei and Hong Kong that have started running small scale on-call services, partially supported by the local government. Demand will be huge if the scale of such services can be enlarged.

However, the extensive application of technology in day care centres, and homes for older people is still rare, even in Japan. In a recent visit to a residential institution dedicated to experimenting with technology in the care of the elderly, I saw care givers use an exoskeleton suit to help move an older person from a bed to a wheel chair. However, no elderly care home has adopted this technology. One reason is that most care givers working in elderly homes are middle-aged, and are not very comfortable using such devices. Also, elderly care homes are unlikely to invest in such technologies unless the costs are covered by insurance payments.

In the case of Hong Kong, the government budget for long-term care is less than 0.3% of its GDP, compared with 2% in Japan. Also, programmes to support the adoption of technology in elderly care is limited in funding and scale. Without sufficient government support, the market for assistive devices is almost non-existent in terms of product innovation and sales. Poverty amongst older people and limited retirement protection (30% of the elderly are income poor even after government cash transfers) limits the mass adoption of assistive devices. As a result, older people in Hong Kong cannot benefit from the improvements in functional ability and quality of life that technology can provide. Some senior government officials have spoken about the constraints and opportunities on the adoption of geron-technology, we can only hope that actions will follow their words.

What is clear is that, with the ever growing number of older people in the population, and a shrinking labour force, geron-technology has great potential to improve the functional ability and quality of life of older people. The adoption of policies that could support technology innovation and adoption is now imperative.

Image credit:

Bailey Cheng (<https://flic.kr/p/smrVS>)

Media references from the original post:

Image — http://www.husita.org/wp-content/uploads/2017/08/Prof._Wong_Yu-chueng-150x150.jpg

The Journal of Technology in Human Services turns a new page

Published: September 09, 2017

Author: Lauri Goldkind

Categories: JTHS

Tags: JTHS

Original URL: <https://husita.org/the-journal-of-technology-in-human-services-turns-a-new-page/>

<http://www.husita.org/wp-content/uploads/2013/05/JTHSCover.jpg>

A journal update by

Lauri Goldkind (<http://www.laurigoldkind.net/>)

(Editor-in-Chief) and

Chitat Chan (<http://apss.polyu.edu.hk/staff/dr-chan-chitat-chen-zhi-da-bo-shi>)

(Associate Editor-in-Chief)

We are happy to be appointed as the new Editor-in-Chief and Associate Editor-in-Chief of the Journal of Technology in Human Services (<http://www.tandfonline.com/toc/wths20/current>) (JTHS). While we are sure that the journal will continue to lead the field in technology in human services, we would like to let you know that it is scaling new heights in terms of its impact and status in the academic field.

First, we are delighted to announce that the Web of Science (WOS) has included JTHS in its Emerging Sources Citation Index (ESCI) since 2016. This is a significant move, meaning we are now indexed in both

WOS (<http://wokinfo.com/>)

and

SCOPUS (<https://www.elsevier.com/solutions/scopus>)

, which will contribute to the citation counts for the Journal Citation Reports, and therefore will contribute to authors' h-index in WOS, SCOPUS and Google Scholar. JTHS is now searchable via the WOS with the same indexing process as other indexed journals, with full citation counts and author information. It is worthy of note that ESCI provides earlier visibility for sources under evaluation as part of SSCI's rigorous journal selection process, inclusion in ESCI provides greater discoverability which leads to measurable citations and more transparency in the SSCI selection process. This implies that JTHS has the potential to be indexed by the SSCI, and this will help our authors increase the impact of their articles exponentially.

Second, according to a new metric – the

CiteScore (<https://www.elsevier.com/editors-update/story/journal-metrics/citescore-a-new-metric-to-help-you-choose-the-right-journal>)

– JTHS was ranked #51/201 in the Social Sciences category in 2016. CiteScores were launched by Elsevier in 2016, as part of the SCOPUS basket of journal metrics that includes such as SJR (SCImago Journal Rank), citation-counts, and percentage cited, etc. The integration of these metrics into SCOPUS provides insights into the citation impact of more than 20 thousand titles. This exciting new metric tells us one thing, that JTHS has the potential to become a top-tier journal in Social Sciences.

Third, before this summer, JTHS was merely categorized under

Computing

or

Miscellaneous

in WOS. We have proactively suggested that WOS categorize JTHS under Social Work

, and our suggestion has now been implemented. This re-categorization will have significant impact. Despite the reality of an increasing use of information and communication technology (ICT) tools in human services the status of technology use in social work is ambivalent. In many social work journals, technology is not even an option in the pre-set keyword menus provided by journal submission platforms. This WOS official classification sends a clear message: ICT and the study of technology tools is already a research/practice area in social work and human services.

All of these achievements mean that the journal will become more readily referenced by researchers. Nonetheless, JTHS cannot succeed without you. There are fast-changing ICT developments that will disrupt human services and research in no small measure, and this is our mission to explore possibilities and create new knowledge. We are looking for inspiring scholarly works addressing issues ahead of their time. You may refer to our latest editorial article

The Journal of Technology in Human Services Turns a New Page

(<http://www.tandfonline.com/doi/full/10.1080/15228835.2017.1356996>)

which has detailed the research gaps we observed, and the types of articles we are looking for. We are connected to each other like never before, therefore, sharing our ideas with each other matters more than it ever has. We are all in the process of writing this new page for the future of JTHS. This is an open page — an intellectual collaborative space — waiting for your contribution.

Media references from the original post:

Image: Cover of the Journal of Technology in Human Services. —
<http://www.husita.org/wp-content/uploads/2013/05/JTHScover.jpg>

husITa celebrates its thirtieth anniversary

Published: September 13, 2017

Author: Neil Ballantyne

Categories: Future technology

Tags: fourth industrial revolution

Original URL: <https://husita.org/husita-celebrates-its-thirtieth-anniversary/>

<http://www.husita.org/wp-content/uploads/2017/03/husITa-1987-programme.pdf>

husITa 1987 programme

Thirty years ago – in Birmingham, England – the first husITa international conference was co-chaired by Walter LaMendola (University of Denver) and Stuart Toole (Birmingham Polytechnic). Over three days, from the 8

th

till the 10

th

of September 1987, several hundred delegates from 17 countries participated in over 100 human service technology presentations.

In the conference programme notes Toole (1987) described the intentions and the need for husITa with the following words:

We are...convinced of the value of information technology for the future of human services. The majority of our colleagues in our professions still look on this field as rather esoteric and distanced from the true nature of the caring professions. It is my personal belief that we must convince them, as their inaction will result in resources being placed elsewhere - and their ill-informed applications of IT will result in systems which do not model human service value systems. (p.3)

Afterwards, on the 11

th

of September 1987, delegates formed a working group to decide the feasibility of an international body to highlight the importance of human service computing, to guide developments, and to foster international co-operation; and so, husITa was founded.

The broad themes of the husITa 1987 conference would be recognisable in contributions to any human service technology conference today: information technology and the consumer; empowerment; privacy, information ownership and codes of practice; policy development and administration; direct use with clients and automated assessment; system design and development; and technology transfer and the third world. However, although networks and electronic communication

was a topic at the conference, the primary emphasis was on microcomputers and information systems rather than networked technologies or the internet. It is worth bearing in mind that, at the time of this inaugural conference, the internet existed but it would be another two years before Tim Berners Lee invented the world wide web. The real digital revolution was still waiting in the wings.

The husITa 1987 event, with its emphasis on computers and information systems, was focused on technological forms associated with what Schwab (2015) has called the third industrial revolution.

Klaus Schwab – Founder and Executive Chairman of the World Economic Forum – argues that the world has experienced four industrial revolutions (Schwab, 2015). The first harnessed steam power to

drive mechanical production processes. The second combined electrification with the division of labor to enable mass production. The third was driven by the rise of electronic circuitry, information technology and automated production processes. The world is now, according to the Schwab (2015), entering a

fourth industrial revolution

powered by cyber-physical systems, technologies that have become embedded in everyday life and are accentuating, amplifying and extending human capacities "It is characterized by a fusion of technologies that is blurring the lines between the physical, digital, and biological spheres".

Whether the phenomena described by Schwab warrant a whole new historical period to account for them is open to debate.

Rifkin (2016)

(http://www.huffingtonpost.com/jeremy-rifkin/the-2016-world-economic-f_b_8975326.html)

broadly agrees with Schwab's account of the changes, but argues they are merely the continuation of digitization, "The Third Industrial Revolution — the digital revolution — has yet to reach its vast potential, making it far too early to declare it over and done." (Rifkin, 2016).

Whatever historical phase we are in, there is little doubt about the continuing impact of technology on economic, social, cultural and political life. New technology, and the digitization of everything, will continue to affect human services for the next thirty years.

The board of husITa has taken the opportunity provided by our anniversary to revise and update our goals (<http://www.husita.org/about-us/>)

. We hope you will join us in pursuit of:

a world where information technology is harnessed by the human services to promote and support social good and human wellbeing

.

Thank you to all of the colleagues who have contributed to the activity of husITa over the last thirty years, and to those who will join us to build the husITa of the future. There is much work to be done.

Neil Ballantyne

Chair (husITa board)

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husITa: A technology to support humanity

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Media references from the original post:

Image: thumbnail of husITa 1987 programme —

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Embedded media — <https://www.youtube.com/embed/khjY5LWF3tg>

Harnessing social media for social work research and scholarship

Published: October 02, 2017

Author: Melanie Sage

Categories: Future technology, husITa board blogger

Tags: research, social media

Original URL: <https://husita.org/harnessing-social-media-for-social-work-research-and-scholarship/>

The blog post was written by

Laurel Hitchcock (<https://www.uab.edu/cas/socialwork/faculty-directory/laurel-hitchcock>)

(University of Alabama, Birmingham) and

Melanie Sage (<https://socialwork.buffalo.edu/faculty-research/full-time-faculty/melanie-sage.html>)

(University at Buffalo). In it we describe our visit with the College of Social Work at the Ohio State University in August 2017, where we talked about how social work faculty can harness technology for their social work scholarship. We also interviewed two of our OSU Social Work faculty colleagues, Dr. Bridget Freisthler and Holly Dabelko-Schoeny, about our presentation and how it supports their use of technology for scholarship. This is cross-posted at

Laurel's blog. (<http://www.laureliversonhitchcock.org/>)

Dissemination to the right stakeholders is a crucial part of social work research. However, as social work academics, we are often trained to think that publication in peer-reviewed journals is the pinnacle of sharing our research with our peers and the academy. But for our work to have substantial impact, we want it to reach service providers, communities, and consumers, too. Access to peer-reviewed journals can be challenging due to cost, availability, and language complexity. Increasingly, academics and research scientists are turning to social media platforms as a way to disseminate and engage with others about their work. Terms associated with this kind of dissemination include

engaged

or

public scholarship, citizen scholars, and digital civil engagement

.

One of the early studies looking at the value of social media in research dissemination was an article by Darling, Shiffman, Côté, and Drew (2013) titled

The role of twitter in the life cycle of a scientific publication (<https://arxiv.org/abs/1305.0435>)

.

Based on a survey of 116 marine biologists, they found that scientists who used Twitter for professional reasons could develop new research ideas and easily share works-in-progress for pre-reviews. Additionally, these researchers found they could communicate their findings not only with other academics, but also with broader audiences such as decision makers, journalists and the public in a way that could amplify the scientific and social impact of publications, and that sharing in this way increased their citations too. Here is an infographic (<https://visual.ly/community/infographic/social-media/twitter-and-science>) of the article's major findings.

So how does this translate to social work research? Social workers have important roles of disseminating knowledge about what's happening and what works in practice, from micro to macro spheres. Social media platforms are well-placed to allow social workers across the professional

continuum to engage with each other, creating communities of learning and practice that bridge the gap between practice and research in social work. We (blog authors) find it has enhanced our collaboration opportunities and the reach of our research, so we have adopted the role of citizen scholar evangelists. We present to multiple audiences, from peers to conference attendees, about the role, benefits, and cautions of social media in social work scholarship.

Based on our expertise in this area, we were invited to lead a discussion about the role of technology in social work scholarship at the Social Work's Grand Challenge Initiative Conference (#GC4SW) held at the University of Southern California (April 25-28, 2017). This conference pulled together academics in our discipline to discuss

the American Academy of Social Work and Social Welfare's

Grand Challenge:

Harness Technology for Social Good

(<http://aaswsw.org/grand-challenges-initiative/12-challenges/harness-technology-for-social-good/>)

. During our invited presentation, we shared the ways in which social media can be a tool to help social work academics and practitioners to discover and share knowledge, as well as build relationships for collaborative work. . We suggested four practices with social media for advancing the Grand Challenges for Social Work; you can read about them

here (<http://www.laureliversonhitchcock.org/2017/05/05/harnessing-social-media-for-social-good-at-cg4sw/>)

.

More recently,

Dr. Bridget Freisthler (<https://csw.osu.edu/about/faculty-staff/faculty-directory/freisthler-bridget/>)

, Professor and Associate Dean of Research, invited us to talk about technology and social work scholarship at a social work research symposium at Ohio State University College of Social Work. She describes her reasons for wanting us to share this information with OSU Social Work Faculty:

I was looking for innovative ways to showcase the work of our faculty and to think about 'impact' as being broader than the number of downloads and citations of research manuscripts. In the bigger picture, science is not treated as having the same gravitas as it might have once had. I feel strongly that this is, in part, due to the inaccessibility of scientific findings and knowing the real ways in which science can and has improved our lives. Social media and infographics allow us to embed scientific findings in formats that are already being used by the general population. This translational piece allows us to move our work from "bench" to the "bedside" as they say in medical research. Laurel and Melanie sparked this idea when we all met at the Grand Challenges Technology conference in April 2017 (B. Freisthler, personal communication, September 5, 2017).

In order to illustrate the potential of infographics as a tool for dissemination, we worked with OSU Social Work Professor

Dr. Holly Dabelko-Schoeny

(<https://csw.osu.edu/about/faculty-staff/faculty-directory/dabelko-schoeny-holly-ph-d/>)

prior to our visit to create an infographic about her research on Equine-Assisted Therapy. Using a software called

Piktochart (<https://piktochart.com/>)

, we drafted an infographic based on Holly's initial research findings and then collaborated with Holly on edits to create this final infographic, pictured below.

Social Work Research Infographic

We shared this infographic during our presentation at OSU, and later Holly described how this infographic helped with her research project:

The infographic has already helped me in multiple ways. First, I have used it as a mechanism to share my research findings in real time, quickly, prior to completing manuscripts about the work. Second, sharing the information on social media has connected me with another equine-assisted therapy researcher from the University of Washington in the College of Nursing. We are meeting next month when she is “out east” for a conference. Third, the infographic is being shared with the private donor who funded our study in an effort to update him on our progress and to ask for additional funding. Finally, the infographic is being used by our community partner, PBJ Connections at their annual fundraiser event. Our community partner anticipates using it for multiple fundraising purposes (H. Dabelko-Schoeny, personal communication, September 5, 2017).

One of our recommendations to the OSU Social Work Faculty was to start thinking about how to disseminate their findings via social media early on in their research process. Holly offered some suggestions for faculty wanting to create infographics to disseminate their research:

The software available to create infographics is easy to use. Anyone can do it! Infographics can be used as a learning tool for Graduate Research Assistant and other doctoral students. The format forces the user to present only the most critical elements of the study and to think about how to present research in a visual format. Once the infographic is built, you can use it to promote your work, as part of trainings for students, colleagues and community members, to share with potential funders, as the basis for writing a study abstract, and sharing your work through social media outlets. Another suggestion I have is to have text at the bottom of the infographic that includes instructions about how to cite the infographic (H. Dabelko-Schoeny, personal communication, September 5, 2017).

After sharing this applied example alongside other recommendations for research practice, we used PollEverywhere (<https://www.poll Everywhere.com/>)

to ask the attendees what they thought. All the participants who answered our poll said that they could imagine reaching new audiences via social media to share their scholarship (N= 27). They also reported that, based on the presentation, they were willing to try a new tech tool (Twitter, Picktochart, etc.) to share their research. Check out the word cloud to see more about the attendees’ reactions.

Holly sent us her final thoughts for social work educators about disseminating their scholarship:

We need to continue to think about creative ways to disseminate our work, to have impact, beyond simply publishing in peer-reviewed academic articles. These other ways of dissemination will assist us in establishing ourselves as leaders in a particular area of inquiry, connecting us to other researchers and community partners, reaching practitioners to translate research to practice and responding to interests of potential funders (H. Dabelko-Schoeny, personal communication, September 5, 2017).

Bridget also shared her key takeaway from the day:

The work we do as social work researchers can be so much more powerful if we engage folks outside of academia. If we are serious about making positive change, then we have a responsibility to engage with the general population about these important issues (B. Freisthler, personal communication, September 5, 2017).

If you are interested in learning more about our presentation, you can check out the slides which are posted on SlideShare by visiting Laurel’s blog. If you know of another audience who needs help thinking about the connections between technology and social work, drop us a line.

Have you shared your own research findings via social or digital media? Please share your ideas!

Image credit:

Animated Heaven (<https://flic.kr/p/S7w8UL>)

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How to Cite this post:

Hitchcock, L. I., & Sage, M. (2017, September 29). Harnessing Technology for Social Work Scholarship: #CSWResearch Day at Ohio State University [Blog post]. Retrieved from

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Media references from the original post:

Image: This image showcases research outcomes —

http://www.laureliversonhitchcock.org/wp-content/uploads/2017/10/holly-infographic-_2.jpg

A message from the Best App Award winners

Published: October 10, 2017

Author: Neil Ballantyne

Categories: Apps, Uncategorized

Original URL: <https://husita.org/thank-you-from-the-best-human-services-app-award-winners/>

In this short video the winners of the

Best Human Services App 2017

(<http://www.husita.org/winners-of-the-best-human-services-app-award-2017/>)

explain how they worked together to create their winning app, the wide impact it has had and their plans for future development.

Child development Apps 1-3

(<https://play.google.com/store/apps/details?id=com.paperbag.child&hl=en>)

were developed by

Learning Pool (<https://www.learningpool.com/>)

in collaboration with the Northern Ireland Social Care Council and the content was authored and updated by Ulster University and Queen's University Belfast.

Media references from the original post:

Embedded media — <https://www.youtube.com/embed/OSUmpp3PS18>

Nominate and vote for six new members of the husITa Board

Published: October 29, 2017

Author: Neil Ballantyne

Categories: Uncategorized

Tags: board elections

Original URL: <https://husita.org/nominate-and-vote-for-six-new-members-of-the-husita-board/>

Election of six new members to the Board of husITa

husITa are currently seeking six new members for the husITa board and we invite you to nominate yourself, or to nominate a person whose permission you have secured. The term of office is normally for three years. Board meetings are normally held four times each year and take place using Loomio (<https://www.loomio.org/>) an asynchronous decision-making forum.

The person nominated must be, or become, a member of husITa mailing list (<http://www.husita.org/connect/mailling-list/>)

.

Election process

Nominations can be made between the
30th October
and
17th of November 2017

. Six positions on the board are open. Self nominations are accepted and current board members can be re-nominated. The nominating committee of the Board will try to ensure that two candidates are nominated for each open board position. A ballot of nominees will be disseminated to husITa mailing list members and voting will be open for two weeks between the
20th November and 4th of December

.

The names of those elected will be posted to the husITa mailing list after the husITa board makes final decisions on terms. A list of the votes received by each of the candidates will be retained so that, if a position becomes vacant, the nominee with the next number of votes will be approached to assume the position until the end of the original term. The dates listed above are those currently planned and may be changed by the board due to extenuating circumstances.

If you are nominating anyone other than yourself, make sure those you nominate indicate that they agree to serve by sending an email within seven days following your nomination to the husITa Chair: Neil Ballantyne (neil.ballantyne@openpolytechnic.ac.nz).

Information on the person being nominated (approximately 200 words)

Complete the information (below) using
this nomination form (<https://goo.gl/forms/QONGEVGfzQmLHDZF3>)

.

-

Name of Nominator
(email of nominator)

-

Person nominated
(email of person nominated)

-

Information on person being nominated

Include information such as experience, qualifications, reasons nominee would make a good husITa board member, nominee's agenda for husITa, and how nominee will increase the diversity of the husITa Board along dimensions such as: geography, gender, ethnicity, profession, expertise. For current board members seeking re-election, a statement on their contribution to husITa projects and activities during their last term of office must be included.

Image credit:

Ministerie van Buitenlandse Zaken (<https://flic.kr/p/g7m2JD>)

Results of 2017 elections to husITa board

Published: December 13, 2017

Author: Neil Ballantyne

Categories: husITa board, Uncategorized

Original URL: <https://husita.org/results-of-elections-to-husita-board/>

The husITa board approved the results of the 2017 husITa ballot, many thanks to the members of our mailing list (<http://www.husita.org/connect/mailling-list/>) who selected seven from a slate of ten excellent nominees.

Congratulations to our existing board members Ann Lavan, Jonathan Singer, Jimmy Young, David Spriggs, and Mairi-Anne McDonald who have all been elected for a further three-year term.

Welcome aboard to two new colleagues who join the husITa board for the first time:

-

Gloria Kirwan (<https://www.linkedin.com/in/gloria-kirwan-a177094a/>)

: Assistant Professor of Social Work at Trinity College, Dublin in Ireland; and

-

Juan Enrique Huerta (<https://www.linkedin.com/in/juan-enrique-huerta-412b26b/>)

: Associate Professor of Strategic Planning at Popular University of Puebla, in Mexico.

The board look forward to working with you, and to the contributions you will make to husITa over the next three years.

Thanks also to our colleague Dhru Mukherjee who will be standing down at the end of 2017. The board appreciate the contributions you have made Dhru, and wish you well in your future endeavours.

Next year we have the exciting prospect of running our husITa technology strand inside SWSD2018 (<http://www.swsd2018.org/>)

in Dublin. It's not often that husITa colleagues have the opportunity to meet face-to-face. Dublin is an excellent place to work and play together, I'm looking forward to it.

Have a peaceful and relaxing holiday. See you all in 2018.

Neil Ballantyne

husITa Chair.

Announcing the husITa track at SWSD 2018 in Dublin

Published: March 02, 2018

Author: Neil Ballantyne

Categories: husITa events

Tags: conference, Dublin, husITa18

Original URL: <https://husita.org/announcing-the-husita-track-at-swsd-2018-in-dublin/>

We are delighted to announce the husITa human service technology track at the Social Work, Education and Social Development 2018 Conference (<https://www.swsd2018.org/>) to be held in Dublin from the 4th to the 7th of July 2018. This important international conference is being organised on behalf of the International Federation of Social Workers (<http://ifsw.org/>), the International Association of Schools of Social Work (<https://www.iassw-aiets.org/>) and the International Council on Social Welfare (<http://www.icsw.org/>).

Neil Ballantyne (husITa Chairperson) and Ann Lavan (husITa Secretary) negotiated the technology stream on behalf of husITa with John Brennan, Chairperson of the conference Local Organising Committee. We had over 90 abstracts submitted for the technology track and have selected a strong programme that includes 43 oral presentations, two symposia and six workshops. All of the husITa sessions will be held in room Dodder B in the RDS ([https://www.rds.ie/The-Venue/Floor-Plans/Hall-5-Dodder-Suites/Hall-5B-\(Dodder-Suites\)\)](https://www.rds.ie/The-Venue/Floor-Plans/Hall-5-Dodder-Suites/Hall-5B-(Dodder-Suites)))).

In addition to the presentations there will be a husITa field visit (<https://www.swsd2018.org/field-visits/>) to University College Dublin on Thursday the 5th of July from 1.30 till 5.00 where delegates can learn about cyber security, virtual learning, data protection and data storage. This will be followed by a husITa networking session at 5.15 for members and associates of husITa old and new. To mark the 30th anniversary of husITa, Dick Schoech will welcome other founder members as guest speakers to reflect on the past and future of husITa: speakers will include Jackie Rafferty, Jan Steyaert, Hein de Graaf, Bryan Glastonbury & Wim Woertman.

Finally, on Friday the 6th July at 3.00, Walter LaMendola (one of the founding members of husITa) will make a keynote speech on behalf of husITa at a plenary session of the conference.

Very shortly, we will be issuing a call for papers to be submitted to a special husITa18 conference issue of the Journal of Technology in Human Services (<http://www.husita.org/publications/>). This issue will be open to all husITa18 presenters and will be edited by Ann Lavan and Gloria Kirwan.

The conference programme (<https://sites.grenadine.co/sites/mcidublin/en/swsd-2018>) is now open for review (to see the husITa sessions, filter by the technology

stream or by the location

Dodder B

).

Early bird registration is now open (<https://www.swsd2018.org/registration/>)

until the 6th of April and any member of the

husITa mailing list (<http://www.husita.org/connect/mailling-list/>)

can claim the reduced husITa rate.

The official husITa hashtag for this event is: #husITa18

We look forward to seeing you in Dublin.

Ann Lavan

Secretary (husITa)

Image credit:

RDS ([https://www.rds.ie/The-Venue/Floor-Plans/Hall-5-Dodder-Suites/Hall-5B-\(Dodder-Suites\)\)](https://www.rds.ie/The-Venue/Floor-Plans/Hall-5-Dodder-Suites/Hall-5B-(Dodder-Suites))))

Risk prediction tools in child welfare contexts: the devil in the detail

Published: April 06, 2018

Author: Neil Ballantyne

Categories: Future technology

Tags: child protection, predictive risk modelling

Original URL: <https://husita.org/risk-prediction-tools-in-child-welfare-contexts-the-devil-in-the-detail/>

This is a guest blog post by

Emily Keddell (<https://www.otago.ac.nz/sgsw/staff/otago052106.html>)

, Senior Lecturer at the University of Otago in New Zealand. Emily has published and blogged about the New Zealand government's attempts to pilot predictive risk modelling in child protection services.

She is a member of the

Reimagining Social Work (<http://www.reimagining-social-work.nz/>)

collective. Emily is happy to respond to any questions or comments on the blog post, so please feel free to add a comment below.

A recent study in England found that there were significant regional variations in care proceedings in the court system (Harwin, Alrouh, Bedson, & Broadhurst, 2018). A study in New Zealand found that the site office of the national child protection service was the 4

th

most predictive variable out of 15 for abuse substantiation, even after poverty had been controlled for (Wilson, Tumen, Ota, & Simmers, 2015). Another UK study found large variations in contact with the child protection system relating to levels of deprivation, but also that an 'inverse intervention law' seemed to be operating, where poor children in neighbourhoods surrounded by a larger wealthier neighbourhood were much more likely to have contact with the child protection system than equally deprived children surrounded by a highly deprived neighbourhood (Bywaters et al., 2015). Others point out that decisions to notify, substantiate and investigate child abuse can be shaped by all sorts of factors such as the values and beliefs of the social worker, perceptions of risk and professional cultures (Keddell, 2014). Yet another study found that the variations in Indigenous children's system contact was more related to the variable provision of local prevention services than differences in case characteristics (Fluke, Chabot, Fallon, MacLaurin, & Blackstock, 2010).

Why do these examples matter when considering algorithmic forms of decision-making in child welfare contexts? Surely an algorithm could correct some of these inconsistencies? Almost the opposite. Because the data used to construct algorithmic and statistical models is built from data sources that rely on the administrative recording of factors such as decisions to substantiate, reports to child protection services or legal orders, the resulting predictions reflect the many elements that contribute to variations in system contacts (Keddell, 2016). Importantly, in none of the examples given did system contact necessarily reflect equitably the case characteristics of the actual families involved – all were shaped by other factors. Statistical tools replicate the many ways that these variable social processes and demand/supply factors shape child protection system contact, which may only be tangentially related to the actual abuse of children. Hardly any of the decisions that become data points are objective outcomes, yet the process of algorithmic computation lends them the perception of objective reality - it reifies them (Keddell, 2015). Is a child protection office in a particular location more likely to substantiate cases of domestic violence as child abuse than another? That means that data derived from that office is likely to assign a higher risk score to children

witnessing DV from that area in the future, and not those in the same situation in other areas. Is there class or racial bias in the populations investigated for child abuse? Then the use of, for example, parental contact with child protection systems (as was the case in one New Zealand study that found it was the 3

rd

most predictive variable) is just as likely to reinforce existing ethnic inequalities in the system rather than reduce them (Wilson, 2015). This is especially so as at the time today's adults were children, a ministerial inquiry found that the cause of ethnic disproportionality in New Zealand's child welfare system was due to "forms of cultural racism ... that result in the values and lifestyle of the dominant group being regarded as superior to those of other groups, especially Maori" (Ministerial Advisory Committee, 1988, p.9). It is these subtle ways that both bias and arbitrariness – equally destructive to notions of fairness – become 'baked in' to administrative data, and will consistently over-assign risk to some people while understating it for others in algorithmic computations (Kirchner, 2015).

While there are many possible causes of variability in training data as noted above, the charge of ethnic or class bias in data in the child welfare context is intimately tied up with what is often referred to as the 'risk -bias' debate in child protection (Cram, Gulliver, Ota, & Wilson, 2015; Detlaff, 2013; Drake et al., 2011). It goes like this: do children from poor and ethnic minority backgrounds have disproportionate contact with the child protection system due to greater exposure to known risk factors that pushes up true incidence of abuse (through increasing family stress), or is it caused by a biased system that disproportionately surveils, investigates and criminalises the poor? (Boyd, 2014; Eubanks, 2017). This question has been the subject of many nuanced research projects, primarily in the US (see Detlaff, 2013). While there is good evidence to suggest that the largest cause is the former in the US, caseworker and exposure biases also play a significant part (Ards et al., 2012). In short, both risk and bias are likely at play, though the relative weighting of each is likely to be different in different national and state contexts. Certainly there is evidence of continuing bias that affects who is investigated and how similar parenting behaviours get viewed when the parent is poor, compared to when they are not (Roberts & Sangoi, 2018; Wexler, 2018). Why does this matter for algorithms? Well, a proponent might argue that if the disproportionate identification of poorer groups (and the racialisation that occurs when poorer people are targeted in any way) reflects higher incidence, that while unfortunate, is reflecting a real heightened risk of harm to children. It's not the child protection system's job to address the structural inequalities causing that risk, but to respond to the children here right now that need protection.

So the algorithm, while it has disparate impact, is fair (Barocas & Selbst, 2016).

The problem with that argument for the purposes of algorithmic prediction here is two-fold. For one, even if true risk is heightened, that is likely to be far overstated in child protection system data that is also inflated by bias. Secondly, the data used to create algorithms draws on data from multiple sources that could all contain bias (not just the child protection data), so the likelihood that the result overstates differences in true incidence, and deems poorer people very high risk relative to others, becomes even more pronounced. For example, in the Wilson (2015) study above, the use of parental criminal justice history combined with time spent on a public welfare benefit as predictor variables will both disproportionately push up those in poverty and within that group, Māori and Pacific people, in ways that outstrip true risk, because, for example, Māori receive harsher sentences for the same crimes than Pākehā or white offenders (Jones 2016). Many US examples are similar. So when these data are used as a predictor, it is again creeping bias into an algorithmic model that will portray the increased true risk associated with poverty as far higher than its actual effect on incidence (see also Keddell, 2016). Of increasing interest is who is missing altogether from the data sources used – when

there are groups (affluent white people) who have hardly any contact at all with administrative systems, the ledger becomes even more unbalanced. The resulting algorithm will not only over-identify poorer people, but will miss risk amongst more affluent populations. And while at a technical level one might say 'at least we are getting it partly right for one sector of the population', from a justice perspective, the relative intrusion this disparity creates in the lives of those least able to seek redress, compared to the escape from scrutiny that wealthier populations get leads to important issues of equity – is it fair that some people are ascribed high risk status while others escape scrutiny altogether? Big administrative datasets essentially 'go easier' on some people compared to others.

Another argument is that despite the known issues with algorithms, they are better than current child protection decisions, which can also be arbitrary or biased (Cuccaro-Alamin, Foust, Vaithianathan, & Putnam-Hornstein, 2017). Poor human decision-making is especially marked when information is vague and there isn't much of it, there are time pressures, and when the decision maker is not exposed to the long term outcomes of their decisions, in short, in the contexts of most child protection intake centres (Saltiel, 2016). A person calls with a vague concern about a child and the intake social worker has to make a triage decision about whether to take on the case, not take it on, or refer it to another service. In this information-poor environment, with time pressure, there are real threats to sound human decision-making, including the use of stereotypical heuristics and cognitive biases (Kahneman, 2011). In this context, statistical risk prediction tools are portrayed as a method of enabling fast, properly weighted decisions that can take account of all the factors that might contribute to a poor outcome (such as re-reports within a specific time period or placement in care). They also use information that the intake worker already has access to because of their legal mandate. For example, the Allegheny Family Safety Tool is based on this justification (Vaithianathan, Jiang, Maloney, Nand, & Putnam-Hornstein, 2017). Arguments such as these rely on research about the increased accuracy of statistical and actuarial tools compared to human decision-making, the claims of which are often made in sweeping terms. This research is actually fairly mixed, with Kahnemann (2011) concluding that of the two hundred or so studies "about 60% have shown significantly better accuracy for the algorithms" (p.223). Most of these studies have more concrete outcomes to predict than those in child protection contexts, and different types of decisions and decision-making contexts affect which method is more accurate. This makes real comparisons difficult (Bartelink, van Yperen, & ten Berge, 2015). What this level of mixed outcomes should prompt is the need to compare the accuracy of any proposed algorithmic model with current human decision-makers in the specific context under examination before accuracy claims can really be made. Only one study I have seen – the Rea et al study, (Rea & Erasmus, 2017) compared the accuracy of the statistical model they were proposing, with existing decision-makers in the context they were studying (intake workers of Child youth and Family, the statutory service in Aotearoa New Zealand). What they found was that the humans were accurate 60% of the time, and the model accurate 66% of the time. A small but nevertheless interesting improvement. However, to compare this to an earlier NZ study, its positive predictive accuracy (the proportion of those it identified as high risk that went on to have the predicted outcome - in this case a substantiation of child abuse over the five year period) was only 25% accurate at the top decile of risk, and at the top 1% of risk 42% (over the next five years). To spell it out, the human decision-makers in the later study were far more accurate than the statistical methods used in the earlier one, but not as accurate as the methods used in the later one. One wonders if many developers don't want to do comparative studies because they will find, given that the data they are using is essentially decision data, that there won't be much difference.

Such findings have led to increased tensions around the transparency of models. For example, the recent controversy about the Allegheny family safety tool raised by Virginia Eubanks in her book

‘Automating Inequality’. She points out that the tool reinforces poverty profiling mechanisms and existing inequities in the child protection system, essentially punishing poorer people by assigning them a risk score they cannot escape. This led to a terse statement refuting her points, and her reply (<https://virginia-eubanks.com/2018/02/16/a-response-to-allegheeny-county-dhs/>). What is interesting is that the documents relating to that model have not given the positive predictive accuracy rates or their variable weightings. While they have commissioned an ethics review, the weighing up of harms and benefits is impossible without that information, and the reviewers take as a given that decisions made in this way are de facto more accurate than humans (Dare & Gambrill, 2016). The conclusion of the reviewers, that the tool makes decision-making more ‘transparent’ is also a contestable conclusion. A statistical tool may make the reason for the decision more obvious – because of a high risk score – but that is not transparency. If anything, where the true reason for a decision is based on the computations of a complex algorithm, this makes decision reasoning much less, rather than more transparent. Some ethics bodies are calling for a basic ethical right for end users to have the ‘right to an explanation’ where algorithms are used. Ensuring this in the child protection context is fraught when there are so many questions about the data and how it is analysed, and the relative powerlessness of people involved as clients in the child protection system which makes challenging decisions difficult (for example, see the General Data Protection Regulation (<https://www.eugdpr.org>)).

Naranayan (2018) argues we need more focus on “connecting technical issues with theories of justice”. One way we can consider this, in addition to the justice issues outlined above, is in relation to the use of predictive analytics to identify individuals at risk of a particular outcome based on their population-wide probability. That is, what a high risk score is saying about any given individual is: ‘you are so similar to others in a group that we have defined the criteria for entry to, we are prepared to override your rights to be considered on the basis of your personal actions thus far, and instead will intervene based on the statistical likelihood of your future behaviour’. But one’s legal rights are individual, not collective. How statistically similar or dissimilar I am to someone else should not affect my right to fair treatment in the legal context that is a child protection investigation. My rights are individual. In algorithmic technical terms, when this identification is wrong, the problem is one of false positives – some people identified as high risk will not go on to have that outcome. When an algorithm has high false positives and false negative rates, the technical fix is focussed on improving the type and scope of data. For example, after the cancellation of the Eckerd tool in Chicago child protection (<http://www.chicagotribune.com/news/watchdog/ct-dcfs-eckerd-met-20171206-story.html>) which tended to overestimate risk, one of the solutions proposed was to reverse the current practise of expunging unsubstantiated cases from official records (and data). From a technical statistical perspective, removing unsubstantiated cases introduced statistical bias into the data by excluding cases that were investigated, abuse was not found, but nevertheless may have had other similar characteristics as those that were. Their exclusion damages the learning ability of the algorithm, as it cannot make finegrained, more accurate differentiations between different cases. The fix proposed is to reverse expungement. Nowhere is the question asked: why have expungement? In some states, expungement exists to protect people’s right to future due process – so that an earlier child abuse investigation does not taint future notifications. This method is used in some states to reduce racial and legal biases. The principle is not only an issue in relation to expunged cases, but also those cases never notified to child protection services, or notified but not investigated – neither of these situations means abuse hasn’t occurred, just that no one saw and reported it. It is for these reasons the

'moneyball' analogy is a bad one. In baseball, all outcomes are easily observable and categorically definite. Player x scored a home run, and everybody saw it. When it comes to child abuse, neither the action itself is easily defined, nor who sees it. A child left in a bath slips and hits their head getting out. The parent was distracted by another child. Is this neglect? And what if no one saw it and reported it? Did it happen? Not in the data it didn't. And what about if this situation occurred in a poor neighborhood as opposed to a wealthy whiter one? Will it be viewed differently, and hence get into the data differently? In these ways the data used to inform such models are incorrigibly suspect. Attempts to improve it lead to increasingly intrusive data use and challenges to legal equity. When such tools over-identify those least able to refute their 'high risk' label, we should all be concerned.

Image credit:

Ars Electronica (<https://flic.kr/p/cRtjA5>)

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Best Human Services App Idea 2018

Published: April 08, 2018

Author: Jimmy Young

Categories: Apps

Tags: best app idea

Original URL: <https://husita.org/best-human-services-app-idea-2018/>

<http://www.husita.org/wp-content/uploads/2018/04/Screenshot-2018-04-02-15.47.43.png>

husITa is proud to announce our 2018 competition for the award of

Best Human Services App Idea

. This award is designed to encourage and support the development of innovative ideas for effective human service applications. Our

Best App Award

is an annual event: in one year the award will be for the best human services app; the next for the best

idea

for a human services app. This year we are inviting nominations for the best human services app idea.

How to submit an entry

This award recognizes ideas for outstanding software applications that support husITa's mission to promote the ethical and effective use of information technology for human betterment.

-

An app is any use of computer or mobile device hardware, software and communications to address a human service problem or challenge.

-

Any individual, group, or organization can submit a nomination for the award.

-

Up to 3 nominations can be submitted by the same individual group, or organization.

Submission can be made using our online form that addresses the questions below. These questions reflect criteria that will be used by the judges. We recommend drafting responses to each of the questions (paying attention to the word limit) prior to completing the online form.

Nominations will be accepted from any country in the world but the nomination form must be completed in English.

To protect intellectual property note that detailed information submitted in the Best App Idea application form will be kept confidential: husITa only requires permission to publicize the recipients of the award, their contact information and a brief 200 word description of the app, along with a picture or video from the award winners and runners up.

How the entries will be judged

A judging panel consisting of husITa Board members and app developers will vote for the Best App Idea.

Nominations will be judged using the applicants' answers to the following questions (the number of words allocated indicates the importance of the question)

-

Purpose

: What is the human services problem that is addressed by the app? (100 words max).

-

User value

: What are the benefits of the proposed app to end users (200 words max).

-

Uniqueness

: What makes this app different from existing app offerings? (200 words max)

-

Effective design

: Explain why you think the proposed design of the app (its look and feel, the user interface, technologies to be deployed) is feasible and likely to be effective. (250 words max)

-

Ethical design

: Discuss how you will handle any relevant ethical issues such as: user privacy, risk of harm, effective data collection, parental permission, etc. (250 words max).

-

Users

: Estimate the likely number and nature of the users and any market research you have to support your estimate. (200 words max)

-

How the award will be used:

Indicate how the \$1,000 prize money would be used to develop the app (100 words)

Make your entry here: <https://www.surveymonkey.com/r/BestAppIdea2018>

An award of US\$1, 000 will be made to the overall winner along with an eCertificate and an icon to display on their website. Runners up, in second and third place, will receive a eCertificate and an icon to display on their web site.

Please submit your nominations using the form above by midnight on Monday 14th May 2018.

Winners will be contacted by email on Friday 25th of May 2018 and announced on this website shortly afterwards. If you have any questions about the Best App Idea Award please use our contact form.

Media references from the original post:

Image — <http://www.husita.org/wp-content/uploads/2018/04/Screenshot-2018-04-02-15.47.43-300x224.png>

Social welfare benefits and technology

Published: May 24, 2018

Author: Neil Ballantyne

Categories: Uncategorized

Tags: benefits, poverty, universal credit

Original URL: <https://husita.org/social-welfare-benefits-and-technology/>

By Gareth Morgan, Vice-Chair of husITa.

Almost exactly 30 years ago, the means tested benefit system in the UK underwent a massive change. In April 1988 the previous Supplementary Benefit and associated schemes changed overnight to one called Income Support with, again, other linked 'income-related' schemes.

I said overnight, and it was overnight, and it all went very smoothly.

One of the reasons for the redesign was to make the system more amenable to computerisation. The previous scheme had been more attuned to individual needs, relied on human assessment and was, to a limited extent discretionary. The new system was more broad-brush in its assessment of need, was assessed more automatically and lacked discretion. It still made use of paper forms that were manually completed and had to be entered into the 'system' by hand. The schemes themselves had much to criticise but, administratively, they worked.

Technology has moved a long way since then and the UK government, wanting to take advantage of that (and for some less benign reasons) decided to undertake another major redesign of the means tested benefits system some years ago. They decided to simplify the multiple benefits of the previous decades, introducing one single integrated scheme – Universal Credit – and to make it 'Digital by Default'.

The concept of the simpler scheme was widely welcomed, although the simplicity was abandoned in its detailed design as budgetary cuts introduced harshness and complexity. Of course, the great advantages made in technology would ensure that, at least, its introduction would be even smoother than that of its predecessor.

Of course.

The government recognised that there were risks in introducing the new system and decided on a gradual implementation rather than the overnight approach previously used. They also decided, for safety, to use an Agile development system where continuous development and testing in smaller discrete elements would ensure robustness and efficiency.

Announced in 2010, the benefit was to begin with people making new claims, and then migrate all those on the existing schemes across. By 2017 all 6 million people affected would be receiving the new benefit. In fact only about 260,000 people were getting the new benefit by that date.

What went wrong?

Poor planning, poor management and disastrous technology.

The original IT system had to be, effectively, thrown away and started again. Agile has disappeared, together with hundreds of millions of pounds of expenditure, and the likelihood now that the end date for completion will be well past 2022.

Digital by Default has now become Digital as Appropriate. The experience of people trying to claim the benefit is almost entirely negative. There are enormous flaws in the IT system which have to be manually worked round and many of the fundamental elements of normal IT, such as a visible audit trail, do not exist.

My company has been producing tools for advisers to calculate benefit entitlement since the early 1980s. It took us about three weeks from when the Universal Credit regulations were published to have a workable system that could calculate people's entitlement to the new benefit. For many people however such a calculation, often used to check against the official calculation is not useful when the official calculation does not exist or is frequently wrong.

In many ways we are doing the easy bit of computerising the system. Many people look at the complex calculations and assume that there, rather than the boring administrative underpinning, is where problems will lie. That isn't the case and when systems have many millions of cases of people who depend on the speed and accuracy of payments to be able to eat and house themselves, you can understand why.

Nonetheless making sure that people get the right amount of payment is an important task for advisers and intermediaries. For me the question is whether our calculators have made a difference in that. Our systems carry out millions of calculations a year, so somebody finds them useful but in one crucial area they seem to have failed completely. When we started, we believed that their biggest use would be to tell people, who were not receiving benefits that they were entitled to, and tell them to how much as well. Indeed, they do that, and do that well, but, if anything, more people now do not claim the benefits that they are entitled to than 30 years ago.

It's not, just, that advice and advisers are in shorter supply now, although they are; most users of our systems are now by people doing it themselves online. The research tells us that the two biggest reasons for non-take-up up of benefits is because people don't know the benefits exist or don't believe that they are entitled to them. If people are in those groups then they're unlikely to use tools like ours to check entitlement.

The technology can do the sums, but it can't make people use it. Perhaps the amount of data held on people by Google and Facebook could make a good attempt to push information about entitlement to their users, because of the amount of data they hold.

Now that's a question you might like to comment on.

Call for papers from the upcoming husITa18 conference

Published: May 24, 2018

Author: Neil Ballantyne

Categories: JTHS

Original URL: <https://husita.org/call-for-papers-from-the-husita18-international-conference-held-in-dublin-ireland/>

<http://www.husita.org/wp-content/uploads/2013/05/JTHScover.jpg>

Special Issue of the Journal of Technology in Human Services: Call for papers from the husITa18 conference

Special Issue Editors

Ann Lavan (University College Dublin) & Gloria Kirwan (Trinity College Dublin)

The editors of this special edition of the Journal of Technology in Human Services, a Routledge/Taylor Francis publication, are seeking submissions from colleagues who presented papers at husITa18 held in July 2018 in Dublin, Ireland. Only papers that were actually presented during the conference and associated with the husITa18 (Technology) theme will be accepted. Please see the journal's instructions for authors for a guide to acceptable style and formatting.

Key Dates

- 14th June 2018
: Alert editors of your intention to submit and include a 1-2 page summary or annotated outline of the proposed paper by author/s.
- 27th July 2018
: Manuscript submitted for review.
- 28th September 2018
: Notification of acceptance and/or revisions.
- 26th October 2018
: Final manuscript (with completed revisions) submitted.
- 23rd November 2018
: Final notification of acceptance

To submit your articles, and for any questions regarding this special issue, please email: ann.Lavan@ucd.ie

About the Editors

Dr Ann Lavan, Lecturer Emerita: University College Dublin.

Served as Book Review Editor of journal International Social Work and member of the Board of the International Association of Schools of Social Work. Ann also served on the National Economic and Social Council; Commission on Social Welfare; Combat Poverty Agency and National Social Service Board. Publications include community social services, information technology in social services and human flourishing. Currently Secretary of the board of husITa and local organizer of the husITa stream at SWSD2018.

Dr Gloria Kirwan, Assistant Professor of Social Work, School of Social Work and Social Policy, Trinity College Dublin.

Gloria has a long-standing interest and expertise in issues surrounding technologies and social services and she has published on this topic. She was the Irish Representative on an International Task Force on Social Media convened by the U.S. Association of Social Work Registration Boards. She was elected to the Board of husITa in December 2017. Gloria is a member of the Local Organising Committee for SWSD2018.

Media references from the original post:

Image: Cover of the Journal of Technology in Human Services. —
<http://www.husita.org/wp-content/uploads/2013/05/JTHScover.jpg>

The Golden Age of the Internet and social media is over

Published: June 23, 2018

Author: Jimmy Young

Categories: Uncategorized

Tags: facebook, social media

Original URL: <https://husita.org/the-golden-age-of-the-internet-and-social-media-is-over/>

A little over three years ago I authored a blog post for husITa that detailed a study I conducted on New Media Literacies and Participatory Culture

(<http://www.husita.org/new-media-literacies-and-participatory-culture/>)

. In that post, and the study it was based on, I talked about the need for new media literacies, social and cultural competencies, and how increasing digital competence relies in part on developing these skills “because students and educators now find themselves in a digitally mediated society.” To be completely clear, we also need this for professional and ethical practice in human services. But, after spending the last several years on a soapbox of sorts, calling out to others through the literature and on social media to become more digitally literate I can’t help but feel a sense of disbelief, grief, or I don’t know how to express it other than with the face palm emoji 🤦‍♀️. Before I keep going I need to be transparent and express the fact that I am looking at this through a fairly U.S. centric lens, please do forgive me. However, I think many around the world are justifiably concerned about the increasing lack of privacy, massive data breaches, fake Internet bots, and the emerging dystopia (https://www.ted.com/talks/zeynep_tufekci_we_re_building_a_dystopia_just_to_make_people_click_on_ads#t-6535)

of technology that may inevitably overcome this world. A very bleak introduction, I know, but it gets better and more positive, I promise.

Some argue that we can look back to George Orwell’s 1984

and the dystopian technological future depicted in his novel as a sort of “told you so” moment for our current digitally mediated society. Other’s might disagree and say it’s not government oppression through technology but rather other powerful, perhaps greedy, interests that exert oppression upon society through technology,

algorithms (<https://www.theatlantic.com/technology/archive/2017/10/what-facebook-did/542502/>)

, or

user design principles that demand attention

(<https://medium.com/@richardnfreed/the-tech-industrys-psychological-war-on-kids-c452870464ce>)

. They could rightly point to Aldous Huxley’s

Brave New World

dystopian novel that exemplifies what has happened as we amuse ourselves to death. But are we really living in a dystopian future?

The Golden Age of the Internet and the burgeoning scene of social media from 2004 to 2009 offered so much promise. From seeing viral videos to social movements, the world has definitely been impacted by these tools. In 2006,

John Dvorak (<https://www.pcmag.com/article2/0,2817,1978043,00.asp>)

wrote about the coming end of the Golden Age of the Internet by essentially saying privatization would ruin it all and that we should simply enjoy it while we can. I think he was partly right as we have

now seen how big some of these social media companies have gotten and how our data has been misused, ah-hem

Facebook (<http://www.latimes.com/business/la-fi-facebook-sells-data-to-chinese-20180605-story.html>)

! Here in the U.S. we have seen the

end of Net Neutrality (<https://www.pbs.org/newshour/nation/net-neutrality-is-ending-heres-how-your-internet-use-could-change>)

and the rise of

disinformation online (<http://science.sciencemag.org/content/359/6380/1146.full>)

. Perhaps we are living in that dystopian future spoken of by Huxley and Orwell? This begs the question, why are we all still using social media?

At the risk of plagiarizing myself, I actually wrote about this idea a bit on my own

blog (<https://jimmysw.com/2016/11/09/civility-or-the-lack-thereof-and-new-media-literacies-in-the-21st-century/>)

, I am going to copy some of what I wrote about nearly two years ago. The answer to the question above is fairly simple. We crave connection! We are human beings and being social is part of our DNA. Clearly we are social, which is part of why social media has been a tremendous success. Social and digital media have created amazing avenues for connection, fostered new ways of learning, and opportunities beyond belief. Has social media also created problems? Yes! New research suggests potential

negative mental health (<https://www.theatlantic.com/magazine/archive/2017/09/has-the-smartphone-destroyed-a-generation/534198/>)

factors associated with social media. But to be fair research also shows positives to social media use as well, it seems the negatives are always sensationalized. This sensationalizing actually parallels a bit of what I'm discussing here but that is another blog post entirely.

We have seen the positive and negative sides of social media, but my point is that we (the collective Internet) had high hopes for what social media could do by contributing to new ways of learning, fostering connection, and creating opportunities. Noted philosopher and media communications scholar Marshall McLuhan once stated, "We shape our tools, and thereafter our tools shape us." I don't believe we can simply blame social media for all of society's problems because social media is simply a tool. A tool that we have collectively shaped, which now shapes us. As we continue to use social media to get our news, connect with others, or for whatever reason, we need to step back and regain control. We need digital literacies, but we need so much more. We need to think more critically, increase our empathy for others, engage in civil dialogues, and be kind when we disagree.

It is really kind of interesting because an anthropologist named Mike Wesch from Kansas State University gave a talk at the Personal Democracy Forum in 2009 on some of these ideas. What struck me the most back then and also rings true today is his idea of

Connection without Constraint

and the cultural tension that I see happening online, primarily on Facebook. Dr. Wesch describes this cultural tension as being the fact that we as a culture express individualism but want community, express independence but seek out relationships, and express commercialization but value authenticity. In the middle of all this is that idea of connection and we all want connection, clearly, if this was not the case then social media would cease to exist. However, we see connection as inherently constraining. It takes time to have meaningful conversations, so why not just tweet? It is discomfoting when I disagree with someone in person, but online the anonymity of the Internet prevents one from facing that emotion. Wesch goes on to explain, much like McLuhan, that media

mediate relationships and when media changes, relationships also change. You can see Dr. Wesch discuss this more thoroughly with some great and humorous examples in the video below.

<https://www.youtube.com/watch?v=09gR6VPVrpw>

Now, in the current context of our digital landscape, we are at a crossroads. I still believe social media and digital technologies offer the same potential that we all cheered for years ago. I still believe that digital literacies can help us regain control of social media to ensure those positive opportunities are not lost. However, I have come to realize that there are forces that wish to use digital literacies for their own, sometimes oppressive, agenda. In the last year I have seen more and more researchers like danah boyd suggesting that

digital literacies are not enough

(<https://points.datasociety.net/you-think-you-want-media-literacy-do-you-7cad6af18ec2>)

. Given that some on the Internet have weaponized these tools, I believe she is right. Moving beyond digital literacies means thinking about the epistemology behind digital literacies and helping to “build the capacity to truly hear and embrace someone else’s perspective and teaching people to understand another’s view while also holding their view firm” (

boyd, March 9, 2018

(<https://points.datasociety.net/you-think-you-want-media-literacy-do-you-7cad6af18ec2>)

). We can still rely on social media for our news but we really owe it to ourselves to do better in further developing digital literacies, and knowing that just because we have discussions through screens that we should not be so narcissistic to believe that we MUST be right or that the other person is simply an idiot. We don’t have enough information to fully understand their logic nor do they have enough to understand ours. It’s kind of like fighting with your partner via text message. You have to know that it doesn’t matter what kind of emoji you use; the other person is likely not going to understand your implied sarcasm or other messages you are trying to convey. Instead, give them a call or better yet try to have a meaningful discussion in person.

Where do we go from here? As I mentioned previously, I still believe in social media and the concept of digital literacies. I think we can still contribute to the Participatory Culture of social media and we can do it in a fun, meaningful, and civil way. We can encourage young people to learn from others that have the kind of knowledge that will help us become more than what we are now. We can learn from our mistakes and know when it is time to turn off our screens and re-center ourselves in a way that allows us to contribute to a culture of hope rather than fear. We need to understand the difference between opinion and journalism. We need to be comfortable in agreeing to disagree. We need to become comfortable in rooting out social and economic injustices online and off. We already have the tools, but we as the public need to take them back and use them in positive ways. Civility in the 21st century still requires authenticity, accountability, and in some sense transparency. We should not let algorithms and monied interests dictate the narrative or co-opt it in a way that only benefits them. We need not amuse ourselves to death!

What do you think? Leave a comment below and if you feel so inclined to join us in our mission to encourage the

ethical and effective use of technology (<http://www.husita.org/about-us/>)

, then connect with us via

social media (<https://twitter.com/husitaorg>)

or our

email listserv (<http://www.husita.org/connect/mailling-list/>)

. I for one look forward to connecting with others and continuing the conversation.

Winners of the Best Human Services App Idea Award 2018

Published: June 27, 2018

Author: Jimmy Young

Categories: Uncategorized

Tags: best app idea

Original URL: <https://husita.org/winners-of-the-best-human-services-app-idea-award-2018/>

<http://www.husita.org/wp-content/uploads/2018/04/Screenshot-2018-04-02-15.47.43.png>

husITa is delighted to announce the winners of the Best Human Services App Idea Award 2018. The award is designed to support an individual, group, or organization in the idea stage of developing an app that supports the mission of husITa, which is to promote the ethical and effective use of information technology to better serve humanity.

Submissions were judged by a panel of husITa Board Members using a set of five criteria including creative problem solving

;

value

to end users;

technical design

;

feasibility

of development of the app and various key milestones in the stages of development; and finally, how the

award

will be used to stimulate development.

The judges awarded the Best App Idea Award to Rebecca Mauldin and Kathy Lee for their app idea SageServe. This app will provide older adults with opportunities to strengthen existing social roles and develop new ones by connecting them to community organizations where they can volunteer. SageServe will also provide these organizations with a platform for reaching older adults who wish to support their mission. Congratulations Rebecca and Kathy!

Media references from the original post:

Image — <http://www.husita.org/wp-content/uploads/2018/04/Screenshot-2018-04-02-15.47.43-300x224.png>

Embedded media — <https://www.youtube.com/embed/RPTeL8XsPR8>

husITa18 in Dublin: An event to remember.

Published: July 21, 2018

Author: Neil Ballantyne

Categories: husITa events

Original URL: <https://husita.org/husita18-in-dublin-an-event-to-remember/>

For the last decade husITa has organised a human service technology track within the international Social Work, Education and Social Development Conference

. This conference within a conference format has worked incredibly well allowing delegates at the larger conference to drop in and out of the technology track. This year the event was held at the Royal Dublin Society (<https://www.swsd2018.org/venue-the-rds/>)

in Ireland from the 4th to the 7th of July. Over 200 of the 2,000 international delegates from 90 different countries sampled our menu of 50 technology related presentations, symposia and workshops. The husITa sessions were often full to overflowing, in spite of occasional sauna-like temperatures during the unusual Dublin heatwave.

http://www.husita.org/wp-content/uploads/2018/07/IMG_0567-e1532129860376.jpg

Melanie Sage chairs one of the husITa sessions.

A rich variety of session topics ranged from the introduction of telemedicine in Nigeria, through the ethics of child protection workers surveilling clients on facebook, to the value of infographics as assessment tasks in social work education. A field visit to University College Dublin introduced delegates to current issues in machine learning, cyber security, virtual learning, data protection and data storage.

To mark husITa's thirtieth anniversary we held a networking session with founder and newer members of the board reflecting on the past and future of husITa. Thanks to Jackie Rafferty and Jan Steyaert for proposing this session.

<http://www.husita.org/wp-content/uploads/2018/07/Old-and-new.png>

Board Members Past and Present: (Back Row) Amanda Taylor, Jackie Rafferty, Dick Schoech, Hein de Graaf, Walter LaMendola, Jan Steyaert, Neil Ballantyne, Ann Lavan, Oluwagbemiga Oyinola, Joe Ann Regan, Melanie Sage, Gloria Kirwan, (Front Row) Paul Fredollino and Jonathan Singer.

The icing on the cake, quite literally, was the evening dinner, complete with a thirtieth anniversary cake. The candles were blown out by Walter LaMendola (our oldest former board member) and Oluwagbemiga Oyinola (our youngest current board member).

<http://www.husita.org/wp-content/uploads/2018/07/bemigacake.jpg>

Walter and Bemiga prepare to blow out the candles on the anniversary cake.

Finally, Walter LaMendola (one of the founding members of husITa) made a keynote speech on our behalf at a plenary session of the whole conference. The essence of the speech
Achieving Sustainable Community Development: The Case for a Social Technology Bill of Rights
was captured by the conference artist in the illustration below.

<http://www.husita.org/wp-content/uploads/2018/07/Screenshot-2018-07-21-12.03.29.png>

The conference artist's depiction of husITa keynote by Walter LaMendola.

Over the next few weeks we plan to include links to many of the conference powerpoint slides, and may be able to include some audio recordings.

A peer-reviewed selection of conference papers will be published in a special issue of the Journal of Technology in Human Services (<https://www.tandfonline.com/loi/wths20>) to be edited by Ann Lavan and Gloria Kirwan.

The husITa18 technology track was one of the biggest and the best husITa events to date. This was, in no small part, thanks to the Herculean efforts of Ann Lavan, our Dublin based board member, who led the coordination with the Local Organising Committee.

We are already planning for the
Social Work and Social Development Conference
(<https://www.facebook.com/SWSD-2020-195900667657016/>)
in
Calgary in 2020.

We look forward to seeing you all there.

Media references from the original post:

Image — http://www.husita.org/wp-content/uploads/2018/07/IMG_0567-e1532129860376-1024x499.jpg

Image — <http://www.husita.org/wp-content/uploads/2018/07/Old-and-new-1024x595.png>

Image — <http://www.husita.org/wp-content/uploads/2018/07/bemigacake-1024x765.jpg>

Image — <http://www.husita.org/wp-content/uploads/2018/07/Screenshot-2018-07-21-12.03.29-1024x903.png>

husITa and sustainability

Published: October 13, 2018

Author: Neil Ballantyne

Categories: husITa board blogger

Tags: sustainability

Original URL: <https://husita.org/husita-and-sustainability/>

Sustainability is a difficult term to define. Wikipedia states sustainability (<https://en.wikipedia.org/wiki/Sustainability>) should be viewed as humanity's target goal of human-ecosystem equilibrium (homeostasis), that is, satisfying present needs does not threaten meeting future needs. Today, most organizations claim the popular goal of sustainability. For example, Starbucks is eliminating an estimated 1 billion plastic straws per year worldwide. The only problem is that the new cup lids and some replacement straws contain more total plastic than what they replaced. This common practice of sounding sustainable is considered greenwashing by many environmentalists.

Most human services agencies have typically not expressed environmental or sustainability goals. They often put human welfare above the welfare of the planet. However, as the number of people on the planet grows and the impact of humans on the environment increases, sustainability becomes a key concept in human welfare, that is, good environmental and sustainable policies protect the planet as well as humans. It is noteworthy that

World Social Work Day in 2017 (<https://www.ifsw.org/world-social-work-day-2017/>)

had "Promoting Community & Environmental Sustainability" as its theme. And, one of the 12 challenges of the American Academy of Social Work and Social Welfare is "

Strengthening the Social Response to the Human Impacts of Environmental Change

(<http://aaswsw.org/wp-content/uploads/2015/12/WP5-with-cover.pdf>)

". Strengthening community resilience through engagement and empowerment is a key preventive strategy mentioned in achieving sustainability. Also mentioned as key are skills at collaborating with experts from other disciplines and community partners.

How does sustainability apply to husITa? Can we add sustainability in the human services, technology equation? husITa is about designing and implementing technological approaches to human service problems, sharing implementation experiences, forecasting on future technology application needs, etc. husITa members often play linking roles between professional who have an in-depth understanding of technology and professionals who have an in-depth understanding of people and their problems. When developing and implementing sustainable IT solutions to human service problems, we need to include professionals with environmental and sustainable expertise to ensure that their considerations are included. Often sustainable problem in IT solutions only show up after extensive use. Two examples are hacking vulnerabilities and the weaponizing of Facebook to attack vulnerable populations. Including sustainability concepts during the IT design and implementation process may have prevented these problems. Including sustainability in IT systems design can produce more ethical and long-lasting products as illustrated by the husITa18 keynote address (<https://www.swsd2018.org/walter-lamendola/>) by Walter LaMendola.

Another example of how sustainability can add valuable insights into husITa work concerns app development. Solid research suggests that for most mental health issues, medications, cognitive behavioral therapy (CBT), and getting out into nature all are about 30% effective. Medications usually

have negative individual and societal side effects, e.g., the opioid epidemic. CBT is expensive and finding a knowledgeable practitioner for your problem can be difficult. However, nature has no side effects, is free, and promotes the sustainability of people and the planet. Sadly, few social work schools educate students on the research and practices they need to maximize nature during their client intervention. Many human service professionals are currently environmentally and sustainability illiterate.

The husiTa18 conference wisely chose sustainability as a theme. However, a search of the abstracts of all types of presentations delivered found only about 18% mentioned the terms sustainable or sustainability. A search of the husiTa18 presentation abstracts also found 18% mentioning these terms. Clearly, we have a long way to go to understand and incorporate sustainable concepts and practices in the human services.

In summary, sustainability is a complex term to define and practice. An old song by Pete Seeger titled “If It Can't Be Reduced” can help us think about environmental and sustainable considerations of IT applications, especially those involving social media.

I suggest you play the song as you read the words below to increase your thinking about sustainability in the human services.

If it can't be reduced, reused, repaired
Rebuilt, refurbished, refinished, resold
Recycled or composted
Then it should be restricted, redesigned
Or removed from production
Etc.

Image credit :

Marco Verch (<https://flic.kr/p/25mQ3NN>)

Media references from the original post:

Embedded media — <https://www.youtube.com/embed/ZhaXBcLmxiE>

Cyberpsychology labs in Mexico and Spain

Published: October 27, 2018

Author: Neil Ballantyne

Categories: husITa board blogger

Tags: cyberpsychology, Mexico, Spain, virtual reality

Original URL:

<https://husita.org/news-from-the-spanish-speaking-word-cyberpsychology-labs-on-mexico-and-spain/>

Advances in human services technology occur worldwide, and the Spanish speaking community, with the third highest population in the world, is no exception. Special mention must be made of the research and intervention in cyberpsychology that two labs, one located in Spain and the other one in Mexico, have developed in recent years: the Cyberpsychology Lab (UNAM, Mexico), and the LabHuman.

LabHuman is located at the Biotech Institute of the Polytechnic University of Valencia (Universitat Politècnica de Valencia). The lab aims to improve human skills by using technology. Their research areas include autism, virtual environment “presence” and psychology assisted by immersive technology to treat mental health conditions. The notion of “presence” is interesting, exploring the mechanisms that persuade humans to forget that they are interacting in virtual reality.

Psychology assisted by immersive technology to treat mental health conditions includes projects to deal with phobias. Projects include environments to treat pathological gambling, animal phobia, claustrophobia, and agoraphobia. The most common approach is to use virtual reality environments to intervene with clients. Child obesity has also been treated by this lab as a mental health like condition.

Researcher from the Virtual Reality and Cyberpsychology Lab in the National Autonomous University of Mexico (UNAM, Mexico City) have organized the Colloquium on Cyberpsychology for a number of years from now.

An international collaboration between scholars from the Cyberpsychology Lab in Mexico City and European scholars has been fruitful, see, for example, the recent paper published in *Cyberpsychology, Behavior, and Social Networking* (<https://www.liebertpub.com/doi/10.1089/cyber.2015.0208>)

. This paper provides evidence that a virtual reality intervention may be more effective than face-to-face treatment effective in changing the attitudes and habits of obese teenagers.

Virtual reality interventions from the UNAM scholar, Georgina Cardenas, have also proven effective in treating

PTSD as a consequence of exposure to public violence, (https://www.researchgate.net/publication/236943870_Post-traumatic_stress_disorder_treatment_with_virtual_reality_exposure_for_criminal_violence_A_case_study_in_assault_with_violence)

a significant public health problem in Mexico.

Juan Enrique Huerta (<https://www.linkedin.com/in/juan-enrique-huerta-412b26b/>)

is a member of the husITa strategic board and an Associate Professor of Strategic Planning at the Popular University of Puebla in Mexico.

Image credit |

ITU Pictures (<https://flic.kr/p/Mk4Jbh>)

Vote for five new board members

Published: November 20, 2018

Author: Neil Ballantyne

Categories: Uncategorized

Tags: board elections

Original URL: <https://husita.org/vote-for-five-new-board-members/>

Members of the

husITa mailing list (<http://www.husita.org/connect/mailling-list/>)

will have now received details of the seven candidates who are standing for election to the husITa Board.

Please return your vote by 30th November 2018 for

FIVE

board members to:

dschoech@sbcglobal.net

Report on Dublin conference for husITa Board Meeting

Published: December 01, 2018

Author: Neil Ballantyne

Categories: husITa board

Tags: conference, Dublin

Original URL: <https://husita.org/report-on-dublin-conference-for-husita-board-meeting/>

The husITa18 stream was part of the SWSD2018 conference Dublin 4-7 July 2018

There were approximately 2,200 delegates in Dublin and husITa Board members who attended the Dublin conference were: Neil Ballantyne (Chair), Ann Lavan (Secretary), Jonathan Singer (Treasurer), Board members: Wong Yu Cheung, Juls Gilliam, Gloria Kirwan, Oyinlola Oluwagbemiga, Melanie Sage, Dick Schoech, Amanda Taylor.

Board members met on the first morning of the conference before the Opening Ceremony to confirm plans for chairing of husITa sessions. Former Board member Paul Freddolino joined us as he kindly agreed to chair a session. Board members held a meeting on Friday 6th July 2018, the day before the conference ended, to share reflections on the husITa stream.

Neil suggested the event had gone very well. He and Board members were generous in their thanks to Ann in her role as local organiser. The following observations were shared:

1. A dedicated room was important. The Royal Dublin Society (RDS) is a vast complex and some sessions of the main conference were scheduled in large spaces which were curtained off. Having requested a room for approximately 100 delegates, it was agreed that the room 'Dodder B' had worked well. The unexpected heatwave was a challenge but windows could be opened!
2. Some Board members expressed the view that the paperless programme is a welcome idea but the App was hard to navigate.
3. It was suggested that it would have been useful to have a pdf of husITa sessions each day.
4. It was a matter of regret that email addresses of delegates attending sessions were not secured as a way of encouraging them to join husITa.
5. Melanie was thanked for purchasing and transporting the new husITa banner which it was felt really enhanced the room. The purchase of a second banner was recommended as it could be placed outside the door of the room.
6. Branding was discussed and it was agreed to purchase husITa cards to distribute at the next conference.
7. The journal should have booth space at the next conference. This will involve payment for the person who will attend the stand.
8. It was recognised that issues around technology were addressed in other disciplinary streams in the main conference such as child welfare. This needs to be addressed further.
9. The guidelines for conducting sessions were clear and useful. It was noted that one 60 minute session was unexpectedly free and Dick moderated a most interesting discussion.

10. It was recommended that a 'wrap up' session at the end of each day at future conferences would be helpful.

11. A reception where people can circulate informally should be considered for future conferences.

12. A policy on tweeting during the conference is essential; it was observed that delegates tweeted photographs during the conference. This should have involved informed consent. It was noted that not everyone might be happy with their photo and location being circulated. Cheung pointed out that Twitter is not used in Asia where Facebook is the platform of choice. A policy on tweeting should be developed for the next conference and offered to host organisers.

13. Options for 2020: IFSW will be in Calgary, IASSW in Italy. Neil spoke in Dublin to the Dean at Calgary with a view to husITa going to Calgary as 2018 was in Europe. Neil suggested that someone from the Calgary organisers be invited to join the husITa Board in the lead up to 2020. It was pointed out that Canada has a good technology tradition which makes it attractive as a choice of venue for the next conference.

Ann's Personal Reflections

:

I am happy to share my experiences as the husITa link person with the Local Organising Committee (LOC) in Dublin. There was a great deal of work involved for Neil and me in planning for Dublin. In recognition of this work the LOC waived the registration fee for us both.

The work involved:

(a) Drafting the initial letter of request to the host organisation to have husITa offer a stream;

(b) Making personal connections with the LOC so that husITa requirements were recognised. John Brennan (Chair of LOC) was very supportive;

(c) Securing a suitable room in view of the limitations of some spaces in the venue, particularly in regard to acoustics;

(d) Organising the Call for Abstracts, securing Reviewers and designing the Conference Schedule. I heard after the conference that the husITa sessions were regarded as particularly well sequenced, the sessions were very well conducted, those who chaired sessions were engaged and authoritative, kept strictly to the time schedule and engaged the audience;

(e) Organising the Field Visit. This was more complicated than at first appeared. I consulted with UCD colleagues about the programme. The husITa visit was offered as one of the conference Field Visits. Forty five delegates signed up for the Visit. UCD provided refreshments and a small gift for each delegate and gave me four copies of John Henry Newman's The Idea of a University (Newman founded UCD) for husITa. I gave the four UCD staff who contributed to the Field Visit a token each in recognition of their help in planning the event;

(f) Organising the husITa 30th Anniversary Dinner. Some husITa founders were not registered for the conference. Day Passes were required for them to enter the conference venue, travel on the bus to the Field Visit and participate in the Networking Session. I was asked to organise the purchase of a cake and its delivery to the Clayton Hotel where tables were reserved for 25 husITa members to celebrate the Anniversary. Brian Horgan who is a member of husITa listserv was helpful in providing transport and taking photographs;

(g) Since the conference ended Neil and I maintained contact with the official conference organiser (MCI) to ensure that recordings of husITa sessions were preserved until a proposal was presented to the husITa Board on purchase of the recordings. This matter was concluded successfully. Neil will report on plans for access to the recordings;

(h) Gloria and I were invited to co-edit a Special Issue of the journal of Technology in Human Services. We issued a Call for Papers for the journal in advance of the Dublin conference. We sent reminders of key dates for submission of papers following the conference, of key dates for review of papers and notification of acceptance for inclusion in the special Issue. Twelve papers have been received and we are in process of review. We appreciate support of Board members who have agreed to act as reviewers;

Finally, I would like to thank most warmly Board colleagues who chaired the husITa sessions in Dublin. In the main conference there were many problems about chairing, effortlessly. I felt greatly supported during the conference and I was able to enjoy it despite my concern that all aspects would go well. It was great to meet Board members face to face. We all appreciated the opportunity to engage with founders: Dick Schoech, Walter LaMendola, Jackie Rafferty, Jan Steyaert, Hein de Graaf and meet former Board members: Jo Ann Regan and Paul Freddolino.

My thanks to Neil for all his support and for posting a report and photographs on the husITa website.

Ann Lavan,
Secretary,
husITa,
20th August 2018

The future of social work: A bibliography

Published: December 19, 2018

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/the-future-of-social-work-a-bibliography/>

A message from

Dr Paul Freddolino (<https://socialwork.msu.edu/About-Us/Faculty-Staff/Paul-Freddolino>)

I have just begun work on an annotated bibliography for Oxford University Press intended to cover references of all sorts that examine changes – both positive and negative – in the way social work is (and will be) practiced as a result of new and emerging technologies. The search is for research studies if available, but also for theoretical and conceptual pieces; online resources including video and audio presentations such as Ted Talks; wikis and blogs; and other creative works. Resources from throughout the world are welcome!

Please send your suggestions – including citations of your own and colleagues' work – directly to me at paulfredd@gmail.com

Thank you.

Paul

--

Paul P. Freddolino, Ph.D.

Professor and Director of Distance Education and Technology

School of Social Work

Michigan State University

Image credit:

NYC Media Lab (<https://flic.kr/p/njQ4qs>)

Special conference issue of JTHS is published

Published: August 05, 2019

Author: Neil Ballantyne

Categories: Uncategorized

Tags: conference, Dublin, husITa18, JTHS

Original URL: <https://husita.org/special-conference-issue-of-jths-is-published/>

Ann Lavan and Gloria Kirwan are delighted to announce the publication of the special conference issue of the Journal of Technology in Human Services. Key highlights of this highly successful conference, held in Dublin, Ireland in 2018, are captured in the content below.

Journal of Technology in Human Services

Volume 37 Numbers 2–3 April–September 2019

Special Issue

: husITa18 International Conference Dublin Ireland.

Guest Editors

: Ann Lavan and Gloria Kirwan

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Papers from the husITa stream at SWSD2018

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. Ann Lavan & Gloria Kirwan

Social work, social technologies, and sustainable community development

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2018.1552905>)

. Walter LaMendola

Rediscovering social work leaders through YouTube as archive: The CASW oral history project

1983/1984 (<https://www.tandfonline.com/doi/full/10.1080/15228835.2019.1609385>)

. Tara La Rose

Challenges in Using Big Data to Develop Decision Support Systems for Social Work in Germany

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2019.1614513>)

Diana Schneider & Udo Seelmeyer

Incorporating Facebook into Nonprofit Supports for Family Caregivers: Reflections on its Value and

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. Liam O'Sullivan & Zoe Hughes

Social Media Surveillance in Social Work: Practice Realities and Ethical Implications

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2019.1584598>)

. Julie Byrne, Gloria Kirwan & Conor Mc Guckin

The development and implementation of a mobile application in human services

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2019.1626788>)

. Somaya Ben Allouch & Judith Boonstra

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. Neil Ballantyne, Kathryn Hay, Liz Beddoe, Jane Maidment & Shayne Walker

Infographics as an assignment to build digital skills in the social work
(<https://www.tandfonline.com/doi/full/10.1080/15228835.2018.1552904>)
. Nathalie P. Jones, Melanie Sage & Laurel Hitchcock

The impact of nontraditional and sustainable textbook options on student learning in a social work skills course (<https://www.tandfonline.com/doi/full/10.1080/15228835.2018.1558166>)
. Becky Anthony & Victoria M. Venable

Technology in Field Education: Managing Ethical Issues
(<https://www.tandfonline.com/doi/full/10.1080/15228835.2019.1578326>)
. Allan Barsky

Notes on Guest Editors

Dr Ann Lavan

is Lecturer Emerita, University College Dublin (UCD). She is a former Associate Dean UCD College of Human Sciences, Director of UCD Social Science Research Centre and Senior Lecturer in the UCD School of Social Work, Social Policy and Social Justice. She has published on community social services, information technology in social services, history of social work in Ireland, social work records, teaching research to social work students and human flourishing. She was a founding member of the European Association of Schools of Social Work. She was an elected member of the Board of The International Association of Schools of Social Work and served as Book Review Editor of the Journal

International Social Work.

Ann was formerly Secretary and is currently Vice-President of the Board of husITa (<http://www.husITa.org>). She is a member of Women in Film and TV (Ireland) and active on Twitter @AnnLavan.

Ann Lavan, University College Dublin, Dublin, Ireland, ann.lavan@ucd.ie
<http://orcid.org/0000-0002-2554-6160>

Dr Gloria Kirwan

is a Lecturer in Social Work at Maynooth University where she is Director of the MSocSc (Social Work). Her research covers a number of subject areas including the interface between new technologies and social work. She is currently the Editor of the journal

Groupwork

(Whiting & Birch), and she is a member of the editorial committee of the Journal of Social Work Practice

(Taylor & Francis). Gloria is a member of a number of practice and research advisory committees of organisations tackling issues such as homelessness, mental distress and human trafficking. She was a member of the Local Organising Committee for SWSD2018 and she is currently a Member of the Board of husITa.

Gloria Kirwan, Maynooth University, Co. Kildare, Ireland; Trinity College Dublin, Dublin, Ireland
<http://orcid.org/0000-0002-5663-1325>

Nominate and vote for four new members of the husITa board.

Published: November 06, 2019

Author: Neil Ballantyne

Categories: husITa board, Uncategorized

Original URL: <https://husita.org/nominate-and-vote-for-four-new-members-of-the-husita-board/>

husITa are currently seeking four new members for the husITa board and we invite you to nominate yourself, or to nominate a person whose permission you have secured. The term of office is normally for three years. Board meetings are normally held three times a year. The person nominated must be, or become, a member of

husITa mailing list. (<http://www.husita.org/connect/mailling-list/>)

Election process

Nominations can be made between the 3rd and 17th of November 2019. Four positions on the board are open. Self nominations are accepted and current board members can be re-nominated. The nominating committee of the Board will try to ensure that two candidates are nominated for each open board position. A ballot of nominees will be disseminated to husITa mailing list members and voting will be open for two weeks between the 20th November and 4th of December, 2019.

The names of those elected will be posted to the husITa mailing list after the husITa board makes final decisions on terms. A list of the votes received by each of the candidates will be retained so that, if a position becomes vacant, the nominee with the next number of votes will be approached to assume the position until the end of the original term. The dates listed above are those currently planned and may be changed by the board due to extenuating circumstances.

If you are nominating anyone other than yourself, make sure those you nominate indicate that they agree to serve by sending an email within seven days following your nomination to Ann.Lavan@ucd.ie

Information on the person being nominated (approximately 200 words)

-

Name of Nominator (email of nominator)

-

Person nominated (email of person nominated)

-

Information on person being nominated (a short paragraph: one-third to half an A4 page)

Include information such as experience, qualifications, reasons nominee would make a good husITa board member, nominee's agenda for husITa, and how nominee will increase the diversity of the husITa Board along dimensions such as: geography, gender, ethnicity, profession, expertise. For current board members seeking re-election, a statement on their contribution to husITa projects and activities during their last term of office must be included.

Email nomination to:
Ann.Lavan@ucd.ie

Standing in solidarity with Hong Kong social workers

Published: November 22, 2019

Author: Neil Ballantyne

Categories: Uncategorized

Tags: Hong Kong, human rights, protest

Original URL: <https://husita.org/standing-in-solidarity-with-hong-kong-social-workers/>

The Human Services Information Technology Association (husITa) has a long-standing relationship with the people of Hong Kong. Social work academics and practitioners from Hong Kong are frequent contributors to our journal and the city has hosted two of our most successful conferences. For many years, Hong Kong academics have served as members of the board of husITa and on the editorial board of our journal.

In this context, it is with grave concern that we note the escalating levels of violence associated with the mass street protests that have continued since June, and the call by the Hong Kong Association of Social Workers (HKSWA) for international solidarity.

In particular, we note the statement by Ms Irene Leung (<https://www.ifsw.org/social-workers-call-for-international-solidarity-as-violence-escalates-in-hong-kong/>)

, President of the Hong Kong Association of Social

Workers (HKSWA) highlighting that over 3,200 people have been arrested, including over 20 social workers. Also, that there is widespread suppression and confrontation between police and students on university campuses. An investigative report by

Amnesty International (<https://www.amnesty.org/en/latest/news/2019/09/hong-kong-arbitrary-arrests-brutal-beatings-and-torture-in-police-detention-revealed/>)

found that Hong Kong police have carried out

arbitrary arrests, using excessive force, including beatings, torture and other forms of ill-treatment. Disturbingly, there has been one

recent allegation of the rape (<https://www.hongkongfp.com/2019/11/12/grossly-unprofessional-lawyers-slam-hong-kong-police-privacy-breach-woman-accuses-officers-gang-rape/>)

of a protestor held at a police station.

As an organisation with a commitment to the ethical use of information technology we also note with concern the allegations that private

information from hospital databases has been accessed

by police (<https://news.rthk.hk/rthk/en/component/k2/1463437-20190617.htm>)

and the

widespread concern of protestors that their movements are

surveilled by facial recognition systems (<https://www.scmp.com/tech/innovation/article/3034141/hong-kongs-police-force-said-have-access-facial-recognition-ai-tech>)

.

Considering all of the above, husITa notes and fully supports the joint advocacy plan – agreed by the Hong Kong Association of Social Workers, the Hong

Kong Council of Social Service, the Hong Kong Social Workers General Union and Shiu Ka Chun – to:

- Condemn the excessive use of force by the Hong Kong Police that is putting lives in jeopardy and oppressing people for exercising their human rights to freedom of speech and freedom of assembly.
- Recognize the mission and value of social workers providing humanitarian support to protestors and the public and protect them from the risk of harm and false arrest.
- Set-up an independent commission of inquiry to give a true, fair and just judgement of the protest movement and the conduct of the Police.
- husITa stands with the HKSWA in repudiating all violence and in the belief that hatred and violence from either side in this conflict will not lead to the peaceful resolution required by the people of Hong Kong.

Statement approved by the husITa Board on 20th November 2019

Image credit:

Etan Liam (<https://flic.kr/p/2hgh6jb>)

Best app award 2020

Published: December 03, 2019

Author: Neil Ballantyne

Categories: Uncategorized

Tags: Best App Award

Original URL: <https://husita.org/best-app-award-2020/>

husITa is proud to announce the Best Human Service Application Awards. The purpose of this competition is to recognize outstanding software applications that support husITa's mission--promoting the ethical and effective use of information technology to better serve humanity.

Description

This award recognizes outstanding software applications (app) that support husITa's mission, i.e., promoting the ethical and effective use of information technology to better serve humanity.

An app is any use of computer or mobile device hardware, software, and communications to address a human-service problem or a personal challenge.

-

Any individual, group, or organization can submit a nomination for the award. Self-nominations are welcomed.

-

All submissions are considered copyrighted with copyright owned by those submitting. husITa requires permission only to publicize the recipients of the award, their contact information, and a brief description of their app along with a picture or video from the award winners and runners up.

-

Up to 5 nominations can be submitted by an individual, group, or organization.

-

The online submission form should contain no more than 1000 words, i.e., the rough equivalent of two single spaced pages.

-

Review Criteria

-

User value: (25%) Impact on users and benefit to humanity.

-

Sustainability of the app: (25%) What steps have been taken to insure the app will continue to evolve as technology and human service solutions evolve?

-

Effectiveness: (25%) Previous awards, expert testimony, effectiveness research, or feedback from users.

-

Users: (20%) Number of potential end-users and number of current users.

-

Support: (5%) List financial and donated resources along with their sources that are currently available and anticipated along with ideas about how the \$1000 will be used to further the impact of the app.

Award Timeline

-

Announcement of the Award and solicitation of nominations. NOW.

-

Deadline for nominations will be February 28th, 2020

-

Reviews of the nominations and judging will be completed by mid-April, 2020.

-

Winners notified by mid-June, 2020 with full announcement of the award by July 1, 2020.

Please use the following link to

submit your nomination (https://csusm.co1.qualtrics.com/jfe/form/SV_1AqMc3wNd1Xb4QR)

-

Human service technology & COVID-19

Published: April 06, 2020

Author: Neil Ballantyne

Categories: Uncategorized

Tags: Covid19

Original URL: <https://husita.org/human-service-technology-covid-19/>

Greetings from the board of husITa to our friends and followers across the world. In these extraordinarily difficult times we send solidarity to all workers in essential human services. Your work in support of your populations has never been so needed and valuable, even when some political elites fail to recognise this.

Our good wishes also go out to human service educators, researchers and students many of whom are grappling with new ways of managing significant disruption to their working and family lives.

Pandemics are not new events in human history. What is genuinely unprecedented about the present one is the use of communications technology to spread information (and disinformation) about the virus, and to enable people to continue to work, study and connect whilst maintaining the necessary physical distancing protocols.

Statistics on the sudden, massive shift online are extraordinary with some providers citing a 50% increase (<https://www.cnbc.com/2020/03/27/coronavirus-can-the-internet-handle-unprecedented-surge-in-traffic.html>)

in traffic. At the same time, whilst

internet outages have been increasing (<https://www.thousandeyes.com/outages>)

, for the most part, the network seems to be remarkably robust. Of course, from a social justice perspective, it's important to recognise that digital connectivity remains

deeply divided between population groups and countries worldwide (<https://www.pewresearch.org/fact-tank/2020/04/02/8-charts-on-internet-use-around-the-world-as-countries-grapple-with-covid-19/>)

.

There are also many ethical and human rights issues associated with the massive scaling up of connectivity. These issues have always been present but seem to be gaining greater media attention. The recent debacle about the

privacy concerns associated with the Zoom (<https://www.wired.com/story/zoom-backlash-zero-days/>) video conferencing application is one example, the uses of

geolocation data captured by mobile apps

(<https://www.wired.com/story/value-ethics-using-phone-data-monitor-covid-19/>)

is another.

There is a glut of information on COVID-19 flooding your in-trays right now from governments, medical providers, private companies, professional associations and employers. HusITa has no intention of adding to that flood but we considered that it might be helpful to curate a few of the best resources on COVID-19 and human service technology for human service workers. We identify these below.

Resources for human service workers

Guidelines for social workers during the Covid-19 pandemic (<https://www.iriss.org.uk/news/features/2020/03/25/guidelines-social-workers-during-covid-19-pandemic>)

: This resource isn't really about technology but offers some helpful general guidelines on responding

to COVID-19.

NASW, ASWB, CSWE & CSWA Standards for Technology in Social Work Practice (https://www.socialworkers.org/includes/newIncludes/homepage/PRA-BRO-33617.TechStandards_FINAL_POSTING.pdf)

: These standards, although developed in the US, are essential reading for all human service workers using technology.

Digital capabilities for social workers (<https://www.basw.co.uk/resources/publications-policies-and-reports/digital-capabilities-social-workers>)

: UK guidelines on the professional uses of digital technology.

How to keep your Zoom chats private and secure

(<https://www.wired.com/story/keep-zoom-chats-private-secure/>)

: An article by Wired

. (<https://www.wired.com/story/keep-zoom-chats-private-secure/>)

Resources for human service educators

Tech-based assignments for remote teaching & learning in social work (<https://www.laureliversonhitchcock.org/2020/03/24/tech-based-assignments-for-remote-teaching-learning-in-social-work/>)

: A compilation of resources for educators provided by Laurel Hitchcock in response to the pandemic.

16 Answers to your questions about teaching online

(<https://www.socialsciencespace.com/2020/03/16-answers-to-your-questions-about-teaching-online/>)

: A free resource from SAGE for educators moving online during COVID-19

How to teach online: Providing continuity for students

(<https://www.futurelearn.com/courses/teach-online>)

: A short course on working online provided by FutureLearn.

Resources for human service researchers

All three of the following resources were identified by the sociologist

Deborah Lupton (<https://simplysociology.wordpress.com/>)

on her blog.

Conducting fieldwork in a pandemic

(<https://docs.google.com/document/d/1clGjGABB2h2qbduTgfqribHmog9B6P0NvMgVuiHZCl8/edit>)

Social research for a COVID and post-COVID world (<https://medium.com/@deborahalupton/social-research-for-a-covid-and-post-covid-world-an-initial-agenda-796868f1fb0e>)

Conducting qualitative fieldwork during COVID-19 (<https://www.qsrinternational.com/nvivo-qualitative-data-analysis-software/resources/on-demand-webinars/covid-19-and-virtual-fieldwork>)

Finally, to all of our colleagues worldwide: stay safe, stay well and stay strong. Thank you for your work.

The husiTa Board.

Winners of the Best Human Services App Award 2020

Published: July 22, 2020

Author: Neil Ballantyne

Categories: Apps

Tags: Best App Award

Original URL: <https://husita.org/winners-of-the-best-human-services-app-award-2020/>

husITa is delighted to announce the winners of the Best Human Services App Award for 2020. The award is designed to recognize outstanding software applications (app) that support husITa's mission, which is promoting the ethical and effective use of information technology to better serve humanity. The award supports an individual, group, or organization to address a human-service problem or personal challenge. Submissions were judged by a panel of husITa Board Members and an outside computer scientist using a set of five criteria including

Purpose

or creating problem-solving, Sustainability of the app such as outside financial support to ensure the app will continue to grow and how the Award will be used, Effectiveness or various key milestones in the app's development, User Value or the number of potential end-users and number of current users and how it might benefit them

,

and

Technical Design

. The judges awarded the Best App Award to Adam Bard and his team for the development of Streetlives (<https://streetlives.nyc>)

. This app is a community built digital platform that will enable anyone in need to find, rate, and recommend information on social services in New York City. Characterized as a Yelp for social services, this app empowers individuals experiencing or at-risk of homelessness to drive system change toward an equitable data-led collaboration with providers which will improve service delivery. The app is being built as a mobile-first platform where individuals can find peer and system validated information on social services. The team has been working with nonprofit organizations and the City to improve system data and service delivery. Congratulations once again to StreetLives. The winners have also provided a brief video which can be seen below.

Media references from the original post:

Image — http://www.husita.org/wp-content/uploads/2020/07/Husita_Award.png

Embedded media — <https://www.youtube.com/embed/nzftZHcSHmY>

Introducing the husITa Podcast

Published: January 20, 2021

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/introducing-the-husita-podcast/>

Author: Jimmy A. Young, PhD

Welcome to the inaugural husITa Podcast. Below you will find a link that should open the Podcast's homepage on

Podbean (<https://husita.podbean.com/>)

and you should also be able to find this Podcast just about wherever you get your Podcasts. This inaugural episode is a short one, just over six and half minutes long, and really just gives a bit of background on the human services Information Technology Association (husITa). The idea for this podcast is to help disseminate research around technology in the human services and features interviews with authors of recently published work in the

Journal of Technology in Human Services (<https://www.tandfonline.com/toc/wths20/current>)

. This will be a monthly podcast and may increase in frequency depending on a number of factors. We hope that you will subscribe and share these podcasts with your networks. As mentioned in the first episode, below are all the links that were discussed.

Podcast Homepage:

<https://husita.podbean.com/>

Episode #1:

<https://husita.podbean.com/e/introducing-the-husita-podcasts/>

Twitter:

@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:

husITa (<https://www.linkedin.com/groups/3438576/>)

Facebook:

<https://www.facebook.com/husITaOrg>

Listserv Instructions:

<http://www.husita.org/connect/mailling-list/>

husITa home page:

[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, January 14). #1 – Introducing the husITa Podcast. [Audio Podcast]. husITa Podcast

. Retrieved from {URL}

Media references from the original post:

Image — <https://www.husita.org/wp-content/uploads/2021/01/image.png>

Embedded media — <https://www.podbean.com/media/player/tt2uv-ea14f0?from=pb6admin&download=1&version=1&auto=0&share=1&download=1&rtl=0&fonts=Helvetica&skin=1&pfauth=&btn-skin=107>

Episode 2 of the husITa Podcast

Published: January 20, 2021

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/episode-2-of-the-husita-podcast/>

An Interview with Dr. Laura Nissen discussing Social Work & the Future in a Post COVID-19 World

Author: Jimmy A. Young, PhD

In this

episode (<https://husita.podbean.com/e/interview-with-dr-laura-nissen/>)

of the Podcast, I discuss with Futurism and Foresight Practice with Dr. Laura Nissen. She published “Social Work and the Future in a Post-Covid 19 World: A Foresight Lens and a Call to Action for the Profession” (<https://www.tandfonline.com/doi/full/10.1080/15228835.2020.1796892>)

in the

Journal of Technology in Human Services (<https://www.tandfonline.com/toc/wths20/current>)

back in July of 2020. Borrowing from the abstract:

This paper explores what being more future facing might look like for social workers/educators and introduces foresight as a useful and urgently needed framework for the profession. Contemporary realities like Covid-19 and uprisings associated with long-standing racial violence bring added relevance to the need to apply new ways of thinking, use new practical techniques, and strengthen a collective ability to see beyond the current cannon of ideas and approaches. These additions to the social work toolbox are much needed in a world full of inequity, change and turbulence. Utilization of a foresight lens has the opportunity to amplify and deepen the sociological and moral imagination, as well as the strategic effectiveness of the profession of social work now and in the years ahead. The paper ends with a call to action to amplify and evolve social work strengths to join the interdisciplinary community of those using forecasting methods to build a better future.

I was surprised to find that her futurist work is centered in a foresight planning framework that also reflects on the past as much as it plans for the future. We talk about the role of technology, ethics, and how foresight and futurist work is not really a solo practice but more of a global process and way finding. It's a practice and not necessarily a destination. My biggest take away is that the future of social work is learning how to work with technology in a way that expands our capability, not diminishes it.

I should probably note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our

Contact page (<http://www.husita.org/contact-us/>)

or on social media. This episode was really fun to produce and I hope you enjoy it. Let us know if you have any questions, comments, or suggestions. See you next month.

Dr. Laura Nissen on Twitter -

@LauraNissen (<https://twitter.com/lauranissen>)

Dr. Nissen's Blog -

<https://socialworkfutures.com/>

The Social Work Health Futures Lab (<https://socialworkhealthfutureslab.org/>)

Episode #2:

<https://husita.podbean.com/e/interview-with-dr-laura-nissen/>

Podcast Homepage:

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Twitter:

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LinkedIn:

husITa (<https://www.linkedin.com/groups/3438576/>)

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Listserv Instructions:

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husITa home page:

[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, January 14). #2 - An Interview with Dr. Laura Nissen discussing Social Work & the Future in a Post COVID-19 World. [Audio Podcast].

husITa Podcast

. Retrieved from {URL}

Media references from the original post:

Image — <https://www.husita.org/wp-content/uploads/2021/01/image-1.png>

Embedded media — <https://www.podbean.com/media/player/xct29-ea1581?from=pb6admin&download=1&version=1&auto=0&share=1&download=1&rtl=0&fonts=Helvetica&skin=1&pfauth=&btn-skin=107>

Episode 3 of the husITa Podcast

Published: February 18, 2021

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/episode-3-of-the-husita-podcast/>

<http://www.husita.org/wp-content/uploads/2021/02/image.png>

An Interview with Dr. Erica Nason & Dr. Mark Trahan discussing Virtual Reality Treatment and Exposure Therapy

Author: Jimmy A. Young, PhD

In this

episode (<https://husita.podbean.com/e/interview-with-dr-erica-nason-dr-mark-trahan-discussing-virtual-reality-treatment-and-exposure-therapy/>)

of the Podcast, I discuss Virtual Reality and 360

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video used with Exposure Therapy for Veterans with Social Anxiety Disorder with Dr. Erica Nason and Dr. Mark Trahan. They, along with their co-authors Scott Smith, Vengelis Metsis, and Katherine Selber published "Virtual Treatment for veteran social anxiety disorder: A comparison of 360

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video and 3D virtual reality" in the

Journal of Technology in Human Services (<https://www.tandfonline.com/toc/wths20/current>)

last year. Borrowing from the abstract:

Virtual environments have been increasingly used in conjunction with traditional cognitive behavioral treatments for disorders, such as posttraumatic stress disorder and social anxiety disorder. Research has found that virtual environments can be effectively used as an alternative to in vivo or imaginal exposure. However, research has yet to compare the costs and benefits of different platforms, such as virtual reality and 360

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video, for creating virtual environments. The current qualitative study compares the experiences of veterans with symptoms of posttraumatic stress disorder and social anxiety disorder as they interact with a virtual grocery store environment.

We also talked about some of the promising elements of virtual reality exposure therapy for future social work practitioners and human service providers. This technology has been evaluated for quite some time but there is still lots more to research and evaluate. I hope you enjoy this episode of the podcast and learn as much as I did about exposure therapy and virtual reality.

I also want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our

Contact page (<http://www.husita.org/contact-us/>)

or on social media. This episode was really fun to produce and I hope you enjoy it. Let us know if you have any questions, comments, or suggestions. See you next month.

Contact Dr. Nason at
erica.nason@txstate.edu

Contact Dr. Trahan at
marktrahan@txstate.edu

Dr. Mark Trahan on Twitter -
[@MarkTrahan18](https://twitter.com/MarkTrahan18) (<https://twitter.com/MarkTrahan18>)

Episode #3:

Podcast Homepage:
<https://husita.podbean.com/>

Twitter:
[@husITaOrg](https://twitter.com/husITaOrg) (<https://twitter.com/husITaOrg>)

LinkedIn:
[husITa](https://www.linkedin.com/groups/3438576/) (<https://www.linkedin.com/groups/3438576/>)

Facebook:
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husITa home page:
[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, February 17). #3 - An Interview with Dr. Erica Nason & Dr. Mark Trahan discussing Virtual Reality Treatment and Exposure Therapy. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/interview-with-dr-erica-nason-dr-mark-trahan-discussing-virtual-reality-treatment-and-exposure-therapy/>

Media references from the original post:

Image — <http://www.husita.org/wp-content/uploads/2021/02/image.png>

Embedded media — <https://www.podbean.com/media/player/hzefz-fb0835?from=usersite&skin=1&share=1&font=s=Helvetica&auto=0&download=1&version=1>

Episode 4 of the husITa Podcast

Published: March 24, 2021

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/episode-4-of-the-husita-podcast/>

<http://www.husita.org/wp-content/uploads/2021/03/image.png>

An Interview with Dr. Tarsem Singh Cooner discussing the use of Facebook in Child Welfare Services and Social Work Practice

Author: Jimmy A. Young, PhD

In this

episode (<https://husita.podbean.com/e/interview-with-dr-tarsem-singh-cooner-discussing-the-use-of-facebook-in-child-welfare-services-and-social-work-practice/>)

of the Podcast, I discuss ethics, technology, and specifically the use of social media like Facebook in the provision of Child Welfare Services. I'm talking with Dr. Tarsem Singh Cooner about he and his co-author's article; "The use of Facebook in social work practice with children and families: exploring complexity in an emerging practice," which is currently available (as of the writing of this blog) via open access with the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2019.1680335?src=>)

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The abstract of the article follows:

This article draws from a 15-month participant observation study of social work and child protection practices in England to illustrate how social workers used Facebook to gain another view of service-users' lives. Social media use was not an intended focus for the study, its presence emerged during our data analysis. While some research has shown that such practices occur, our long-term ethnographic approach provides new insights into how Facebook was actually used in ongoing casework with families and why it was used. Our findings show that Facebook use took multiple forms. Some social workers actively searched service users' Facebook pages and some opposed any such usage. We further advance the literature by introducing a third group who were unwillingly "drawn into" acting on Facebook information presented to them by others such as their managers. Our research insights suggest that social work must pause to consider the implications of these complex emerging practices.

I really appreciated the international perspective of this article because the co-authors Liz Beddoe, Harry Ferguson, and Eileen Joy reside in the U.K. and New Zealand. When I first read this article, I thought I would mainly focus on the technological aspects of using Facebook in child welfare practice, but what emerged from the conversation was really a discussion about ethics and values. I have often explained to my own students that we really need to understand ethics and values in social work practice but especially when it comes to digital technologies and I was happy that Dr. Cooner centered our conversation in this subject. The reality is that social media is not going away anytime soon and we will continue to see the prevalence of digital technologies in our clients lives. We really need to better understand these technologies and the ethics of employing them. We discussed several ideas and resources in this podcast, which you should be able to find down below. I hope you enjoy this podcast.

As usual, I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Research Project website:
<https://swcpp.weebly.com/>

Find more of Dr. Cooner's work:
<https://tscooner.weebly.com/>

Email
Tarsem Singh Cooner
(<https://www.birmingham.ac.uk/staff/profiles/social-policy/cooner-tarsem-singh.aspx>)
at
t.s.cooner@bham.ac.uk

The University of Birmingham, Birmingham, UK

Tarsem Singh Cooner on Twitter -
@Akali65 (<https://twitter.com/Akali65>)

Liz Beddoe on Twitter -
@BeddoeE (<https://twitter.com/BeddoeE>)

University of Auckland, Auckland, New Zealand

Harry Ferguson on Twitter -
@Harr_Ferguson (https://twitter.com/Harr_Ferguson)

The University of Birmingham, Birmingham, UK

Eileen Joy

University of Auckland, Auckland, New Zealand

Episode #4:

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[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, March 16). #4 - An Interview with Dr. Tarsem Singh Cooner discussing the use of Facebook in Child Welfare Services and Social Work Practice. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/interview-with-dr-tarsem-singh-cooner-discussing-the-use-of-facebook-in-child-welfare-services-and-social-work-practice/>

Media references from the original post:

Image — <http://www.husita.org/wp-content/uploads/2021/03/image.png>

Embedded media — <https://www.podbean.com/player-v2/?i=6u3gz-8ef2f2-pbblog-playlist&share=1&download=1&skin=1&btn-skin=7&size=315>

Episode 5 of the husITa Podcast

Published: May 01, 2021

Author: Neil Ballantyne

Categories: Uncategorized

Original URL: <https://husita.org/episode-5-of-the-husita-podcast/>

<https://www.husita.org/wp-content/uploads/2021/05/image.png>

An Interview with Dr. Walter LaMendola exploring husITa's past and discussing social work, social technologies, and sustainable community development

Author: Jimmy A. Young, PhD

I am really excited about this episode (<https://husita.podbean.com/e/an-interview-with-dr-walter-lamendola-exploring-husita-s-past-and-discussing-social-work-social-technologies-and-sustainable-community-development/>) of the Podcast as I was fortunate enough to interview Dr. Walter LaMendola who is an Emeritus Professor at the University of Denver Graduate School of Social Work and one of the founders of the Human Services Information Technology Association or husITa. Walter provides some history about the development of husITa and offers his perspective of how technologies have progressed in the human services. I was happy to hear more about other individuals who have contributed to this great organization and our discussion about his article "Social Work, Social Technologies, and Sustainable Community Development" from the Journal of Technology in Human Services (<https://www.tandfonline.com/doi/full/10.1080/15228835.2018.1552905>)

provided me with some clarity about how important it is for social workers and human service professionals to be involved in the broader technology discussion. Some key takeaways for me included the notion that social technologies, like social media, help facilitate changes in human behavior and can even support and sustain community development. I really appreciated Walter's ideas about how important technology is to delivering Social Work Education and that social work education has always had a transformative effect on local community life. Naturally we discussed some of the challenges and pitfalls of our current state of technology in regard to ethics and values but agree that we hope our current technologies continue in the tradition of developing networks that are friendly and support cultural values that encourage the flourishing of human beings. Dr. LaMendola reminded me that we need to look at technology as supportive of the human encounter rather than interfering with it, which I think is integral to the mission of the social work profession. I really hope you enjoy this episode of the husITa podcast.

As usual, I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Links of Interest:

A Casebook of Computer Applications in the Social and Human Services (1989) (https://books.google.com/books/about/A_Casebook_of_Computer_Applications_in_t.html?id=uN5N50BujfYC)

Episode #5:

Twitter:

@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:

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Facebook:

<https://www.facebook.com/husITaOrg>

Listserv Instructions:

<http://www.husita.org/connect/mailling-list/>

husITa home page:

[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, April 28). #5 - An Interview with Dr. Walter LaMendola exploring husITa's past and discussing social work, social technologies, and sustainable community development. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/an-interview-with-dr-walter-lamendola-exploring-husita-s-past-and-discussing-social-work-social-technologies-and-sustainable-community-development/>

Media references from the original post:

Image — <https://www.husita.org/wp-content/uploads/2021/05/image.png>

Embedded media — <https://www.podbean.com/player-v2/?i=9vd3w-101fbb2-pb&from=embed&share=1&download=1&skin=1&btn-skin=7&size=150>

Episode 6 of the husITa Podcast

Published: June 16, 2021

Author: Jimmy Young

Categories: Uncategorized

Tags: Podcast

Original URL: <https://husita.org/episode-6-of-the-husita-podcast/>

Data-Driven Organizational Culture: An Interview with Dr. Angela Kline and Dr. Stephanie Dolamore

Author: Jimmy A. Young, PhD

How many of you wonder what being a data-driven organization actually involves? What is this term, Data-Driven, actually mean? In this episode (<https://husita.podbean.com/e/data-driven-organizational-culture-an-interview-with-dr-angela-kline-and-dr-stephanie-dolamore/>)

of the Podcast I explore these questions and more with the help of Dr. Angela Kline and Dr. Stephanie Dolamore as we center our conversation around their article “

Understanding Data-Driven Organizational Culture: A Case Study of Family League of Baltimore,” which was published in the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/abs/10.1080/15228835.2018.1564412?journalCode=wths20>)

in 2020. Dr. Angela Kline is an Assistant Professor in the Department of Public Policy and Administration at West Chester University. She teaches in West Chester’s MPA and DPA programs. Her research interests include topics in nonprofit management and accountability, social equity, and effective mentoring. Dr. Stephanie Dolamore is an assistant professor of public administration in the School of Civic Leadership, Business, and Social Change at Gallaudet University in Washington, D.C. She teaches in American Sign Language and English for the bilingual Master of Public Administration program for D/deaf, hard of hearing, and hearing students. Her research explores the intersection of social justice and organizational culture in the public sector. Drs. Dolamore and Kline are currently working on an edited volume titled

Organizational Culture and Social Equity: An Experiential Guide

. This book focuses on how organizations can practice strategies that advance social equity through their policies, physical characteristics, leadership behavior, and socialization, among other characteristics. It will be published by Routledge in late 2022.

During the podcast we talk about some organizational theory, the importance of feedback loops and having good communication among staff within the organization and also stakeholders in the community. I learned how data can help build trust within an organization because the lack of access to data can be detrimental to building trust, but we also need to remember that the data collected needs to be quality data. Data-driven and just data in general can be fairly ambiguous and we need to step back to really understand what being data-driven actually means. I appreciated that my guests explained how we need to think about how data can be used to tell a story that resonates with humans, and how organizations need to be in tune with the bigger picture to use data in a better way. And there is also a great analogy about Airplanes and institutional knowledge. So, sit back or pick up that walking pace and I hope you enjoy this episode of the husITa podcast.

As usual, I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes

and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Episode #6 (<https://www.podbean.com/ew/pb-napbr-104d7b4>)

https://open.spotify.com/episode/4lGh5aST3ot04BBreFQdOy?si=_JM67TX_SLOzq1as7QxvKA&dl_branch=1

Links of Interest:

Dr. Angela Kline on Twitter
@adkline1 (<https://twitter.com/adkline1>)

Dr. Stephanie Dolamore on Twitter
@sdolamore (<https://twitter.com/SDolamore>)

Podcast Homepage:
<https://husita.podbean.com/>

Twitter:
@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:
husITa (<https://www.linkedin.com/groups/3438576/>)

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husITa home page:
[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7th

Ed) citation for this podcast:

Young, J. A. (Producer). (2021, May 29). #6 – Data-Driven Organizational Culture: An Interview with Dr. Angela Kline and Dr. Stephanie Dolamore. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/data-driven-organizational-culture-an-interview-with-dr-angela-kline-and-dr-stephanie-dolamore/>

Episode 7 of the husITa Podcast

Published: June 21, 2021

Author: Jimmy Young

Categories: Uncategorized

Original URL: <https://husita.org/episode-7-of-the-husita-podcast/>

Data-Driven Service Delivery: An Interview with Dr. Kristin Ferguson, Dr. Carter Wang, and Elizabeth Mody PhDc

Author: Jimmy A. Young, PhD

In this month's

episode (<https://husita.podbean.com/e/data-driven-service-delivery-an-interview-with-dr-kristin-ferguson-on-dr-carter-wang-and-elizabeth-mody-phdc/?token=0b84a05f4fe4990fa1cd8f85d96f2e29>)

I was fortunate enough to interview Kristin Ferguson, Carter Wang, and Elizabeth Mody and discuss their article

"Data-Driven Service Delivery: Using Population and Coalition Data to Reengage Opportunity Youth in Career and Educational Pathways,"

which was published in the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2020.1820424>)

in 2020. Dr. Ferguson is a Professor at the Arizona State University's School of Social Work and Director of the Center for Human Capital and Youth Development. Her research focuses on the design, implementation, and evaluation of employment interventions for homeless and opportunity youth that integrate employment and clinical services, including supported employment and social enterprises. Over the past two decades, she has focused her research primarily in two areas: 1) design, implementation and evaluation of supported employment and social enterprise interventions for vulnerable youth populations combined with assessment of intervention feasibility, effectiveness, and implementation; and 2) rigorous evaluation across seven U.S. cities to examine the environmental and psychosocial conditions affecting youth homelessness and unemployment. Dr. Carter Wang is currently an Assistant Professor in the Department of Geography and Environmental Planning at Towson University in Maryland. Before joining Towson University, he worked as a postdoc and a Research Assistant Professor at Arizona State University, where he also obtained his Ph.D. in Geography. Dr. Wang's research uses advanced geospatial technologies, including geographic information systems and remote sensing, to address environmental, ecological, and social issues in U.S. cities, such as urban climate change, urban ecosystems, land use change, human health, and urban resilience. Elizabeth Hatch Mody is currently a doctoral student at Arizona State University's School of Social Work and a researcher with the Center of Human Capital and Youth Development. Before she started her doctoral studies, Elizabeth earned her Master's in Social Work and Public Administration while working in the Office of Global Social Work on research related to health care accessibility and case management for newly arrived refugees in the Phoenix metro area. Elizabeth's research centers around equity in access to resources and opportunities, particularly for migrant populations, and social service applications of spatial and policy analysis.

Opportunity youth are aged 16 – 24 years old and neither employed nor in school and can be challenging to engage in services. Their article utilized a collective impact approach which has five main tenets including a common agenda, shared measurement system, mutually reinforcing activities, continuous communication, and a backbone staff to help service providers engage

opportunity youth in a better way. This approach is central to much of their work in this paper, but I was surprised how important this approach is to data-driven service delivery. We talked a little about Geographic Information Systems or GIS data, along with a reference to some other GIS related work by these guests that can be found

here (<https://journals.sagepub.com/doi/10.1177/1468017320911371>)

. We also talked about Logic Models and how important it is to identify goals, challenges, stakeholders, and other information to engage in data-driven service delivery from a collective impact approach. Dr. Ferguson also provided 5 key take-aways or points of advice for getting started with data-driven service delivery near the end of the interview but include:

1. Do your logic model
2. Identify your data champions or ambassadors
3. Make your data work for you
4. Leverage your university resources
5. Consider shifts in the organizational culture to value data

This was such a great conversation that I felt like macro focused social workers would really benefit from and understand, like a community analysis, that there are multiple steps in a transformational change process. It takes a lot of work, but it's totally worth it.

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Contact page (<http://www.husita.org/contact-us/>)

or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Links of Interest:

Data-driven outreach to opportunity youth using population data and Geographic Information System technology (<https://journals.sagepub.com/doi/10.1177/1468017320911371>)

https://open.spotify.com/episode/3GjOI09hZ9TY0RbsJSMcXw?si=zOu7AW7qQiCWGvnKV6z7fA&dl_branch=1

Podcast Homepage:

<https://husita.podbean.com/>

Twitter:

@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:

husITa (<https://www.linkedin.com/groups/3438576/>)

Facebook:

<https://www.facebook.com/husITaOrg>

Listserv Instructions:

<http://www.husita.org/connect/mailling-list/>

husITa home page:
[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, June 21). #7 – Data-Driven Service Delivery: An Interview with Dr. Kristin Ferguson, Dr. Carter Wang, and Elizabeth Mody PhDc. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/data-driven-service-delivery-an-interview-with-dr-kristin-ferguson-dr-carter-wang-and-elizabeth-mody-phdc/?token=0b84a05fafe4990fa1cd8f85d96f2e29>

Episode 8 of the husITa Podcast

Published: July 20, 2021

Author: Jimmy Young

Categories: Uncategorized

Tags: Podcast

Original URL: <https://husita.org/episode-8-of-the-husita-podcast/>

Virtual support groups among adoptive parents: An Interview with Dean Justin “Jay” Miller

Author: Jimmy A. Young, PhD

In this month’s

episode (<https://husita.podbean.com/e/virtual-support-groups-among-adoptive-parents-an-interview-w-ith-dean-justin-jay-miller/?token=0f9a7cfc18780cb7218a0571f6872d3>)

I interview Dean Justin “Jay” Miller and discuss the article

“Virtual support groups among adoptive parents: Ideal for information seeking?,”

which was published in the

Journal of Technology in Human Services (<https://doi.org/10.1080/15228835.2019.1637320>)

in 2019. Dr. Miller is the Dean and Dorothy A. Miller Research Professor in Social Work Education at the University of Kentucky College of Social Work. His research and academic interests focus on child welfare and youth involvement in juvenile systems. His work has shaped practice with foster youth and has informed a myriad of policies and practices related to participatory engagement with youth and families. Dean Miller founded the

Self-Care Lab (<https://socialwork.uky.edu/centers-labs/self-care-lab/>)

at the University of Kentucky in 2017, which is dedicated to empirically investigating self-care among helping professionals. Dean Miller has conducted groundbreaking research on broad ranging self-care and wellness research with social workers, educators, nurses, law enforcement, teachers, and attorneys, among others. He has authored numerous juried papers, reports, and briefs. Notably, Dean Miller co-authored Activating a Teaching-Learning Philosophy: A Practical Guide for Educators (CSWE Press) and co-edited The A-to-Z Self-Care Handbook for Social Workers and Other Helping Professionals (

White Hat Publications (<https://www.socialworker.com/products-services/social-work-books/introducing-a-to-z-handbook-for-social-workers-other-helping-professionals/>)

). Dean Miller is also a proud foster and kinship alum!

This episode is unique given the context of Post-COVID life and the ubiquity of virtual platforms for a variety of engagements. The study was conducted in 2018 and the paper published in 2019 without a thought being given to how virtual platforms, Zoom specifically, would become such a normal part of everyday life. We talk about this and the idea of support groups in virtual spaces moving forward. I ask specific questions related to the paper such as what is information seeking effectiveness? Spoiler Alert! Information seeking effectiveness in the context of this paper relates to information seeking behaviors generally such as google searches and asking friends, but also examines how support groups can be an effective source of information sharing and support. The paper describes how participants came to enjoy using Zoom for sharing resources related to foster parenting and the support they experienced was welcomed. Virtual support groups have greatly expanded in the past several years and given the uptake of digital technologies Post COVID, Dean Miller and I agree that we will likely see much more in the way of virtual support and connection. This does not mean that there aren’t some challenges to consider, because we always need to be cognizant of the ethical and

appropriate use of digital technologies.

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Links of Interest

:

Dean Miller on Twitter

@DrJayMiller1 (<https://twitter.com/DrJayMiller1>)

Podcast Homepage:

<https://husita.podbean.com/>

Twitter:

@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:

husITa (<https://www.linkedin.com/groups/3438576/>)

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APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, July 20). #8 – Virtual support groups among adoptive parents: An Interview with Dean Justin “Jay” Miller. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/virtual-support-groups-among-adoptive-parents-an-interview-with-dean-justin-jay-miller/?token=0f9a7cfc18780cb7218a0571f6872d3>

Episode 9 of the husITa Podcast

Published: August 06, 2021

Author: Jimmy Young

Categories: Uncategorized

Original URL: <https://husita.org/episode-9-of-the-husita-podcast/>

LGBTQ+ Youths' Community Engagement and Resource Seeking Online versus Offline: An Interview with Dr. Lauren McInroy

Author: Jimmy A. Young, PhD

In this month's

episode (<https://husita.podbean.com/e/lgbtq-youths-community-engagement-resource-seeking-online-versus-offline-an-interview-with-dr-lauren-mcinroy/>)

I interview Dr. Lauren McInroy and discuss the article

"LGBTQ+ Youths' Community Engagement and Resource Seeking Online versus Offline,"

which was published in the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/abs/10.1080/15228835.2019.1617823>)

in 2019 with coauthors Dr. Rebecca J. McCloskey, Shelley L. Craig, and Andrew D. Eaton. Dr. McInroy is an Assistant Professor in the College of Social Work at The Ohio State University. Her research examines the impact of information and communication technologies (ICTs) on the well-being of lesbian, gay, bisexual, transgender, queer, and other sexual and/or gender minority adolescents and emerging adults. She explores how LGBTQ+ youth build supportive communities, engage in identity development activities, and foster resilience and well-being using ICTs. Dr. McInroy also has expertise in innovating with ICTs in social work research, education, and practice. Her work includes adapting arts-based methods for digital data collection, integrating experiential learning and simulation into online education, and implementing/evaluating digital interventions. More information about Dr. McInroy can be found on her website at

<https://www.laurenmcinroy.com/>

.

We begin with a discussion of the paper but quickly move into other challenges and opportunities facing LGBTQ+ youth and how online spaces may hold the potential for being a safer space and resource than in real life. I appreciated how Dr. McInroy explained that often adults' presupposition is that the offline real-world environment is healthier and safer, which just is not a universal truth for everyone, and especially LGBTQ+ Youth. We talked about how digital spaces afford young people in rural areas access to resources and support they might not otherwise have in their community. We talked about online communities and resources like

Project Youth Affirm (<https://www.projectyouthaffirm.org/>)

and

Q Chat Space (<https://www.qchatspace.org/>)

, which Dr. McInroy is involved with, and the amazing work these organizations are doing to address mental health challenges and other issues among this population. These online spaces act almost like a digital drop-in center where LGBTQ+ Youth can chat with others. I also appreciated how Dr. McInroy mentioned that these spaces provide community because often the interventions are group based.

We ended the interview by talking about some challenges related to social workers and other helping professionals moving into the online space to provide services and raise awareness. Dr. McInroy

mentioned several things like funding, technical skills, and technical knowledge but also highlighted the importance of social work education integrating more digital literacies and technological components into the curriculum. She highlighted challenges with state and international licensing laws, and I fully agree with Dr. McInroy when she says that the licensure system across states was developed pre-internet and really does not match how we live in our contemporary society where people move, travel, etc. into other physical spaces. The final points that Dr. McInroy makes include a call to our discipline to address the issue of Digital Justice and other social justice issues as they transcend technology. This really is the next frontier of technology in social work, and we need to pay more attention.

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Links of Interest

:

Dr. Lauren McInroy on Twitter
[@LaurenMcInroy](https://twitter.com/LaurenMcInroy) (<https://twitter.com/LaurenMcInroy>)

Dr. Lauren McInroy's website
<https://www.laurenmcinroy.com/>

Project Youth Affirm
<https://www.projectyouthaffirm.org/>

Q Chat Space
<https://www.qchatspace.org/>

Research:
LGBTQ Youths' Experience with COVID-19 and the Importance of Online Support
([https://www.jahonline.org/article/S1054-139X\(20\)30311-6/fulltext](https://www.jahonline.org/article/S1054-139X(20)30311-6/fulltext))

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[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, August 6). #9 – LGBTQ+ Youths' Community Engagement and Resource Seeking Online versus Offline: An Interview with Dr. Lauren McInroy. [Audio Podcast]. husITa Podcast

. Retrieved from <https://husita.podbean.com/e/lgbtq-youths-community-engagement-resource-seeking-online-versus-offline-an-interview-with-dr-lauren-mcinroy/>

Episode 10 of the husITa Podcast

Published: September 15, 2021

Author: Jimmy Young

Categories: Uncategorized

Tags: facebook, Podcast

Original URL: <https://husita.org/episode-10-of-the-husita-podcast/>

Incorporating Facebook into Nonprofit Supports for Family Caregivers: An Interview with Liam O'Sullivan and Zoe Hughes

Author: Jimmy A. Young, PhD

In this month's

episode (<https://husita.podbean.com/e/incorporating-facebook-into-nonprofit-supports-for-family-care-givers-an-interview-with-liam-o-sullivan-and-zoe-hughes/>)

I interview Liam O'Sullivan and Zoe Hughes about their article

"Incorporating Facebook into Nonprofit Supports for Family Caregivers: Reflections on its value and relevance,"

which was published in the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/abs/10.1080/15228835.2019.1620669?journalCode=wths20>)

in 2019. Liam O'Sullivan is the executive director of Care Alliance Ireland, which is the National Network of Voluntary Organizations that supports family caregivers. He holds professional qualifications in social work, youth and community work, and social research. He has worked with Care Alliance since 2004 and brought the National Carers Week to Ireland by developing collaborative and impactful relationships with third level institutions in Family Carer research. He has a particular interest in Implementation Science and bridging the gap between research policy and practice. Zoe Hughes is a Senior Policy & Research Officer with Care Alliance where she coordinates various research and policy functions. She has qualifications in social work, social policy and disability studies, and her past work has included working with a number of academic and voluntary organizations. She has a particular interest in the topic of diversity within caring, along with inclusive and participatory research methods. More about Liam and Zoe, as well as Care Alliance Ireland, can be found on the organization's website at

<https://www.carealliance.ie/>

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We spent time talking about Facebook and how they use various features on that platform to engage family caregivers and build an online community through Facebook Groups. Liam and Zoe shared tips for posting to social media with visuals, quotes, and other content that can help drive more engagement. They explained that having a good team to help moderate the online community is a key driver to their success. They also acknowledged the risks and challenges with using Facebook but recognized that the sheer volume of people on Facebook makes it an important place to begin with any social media strategy. They illustrated how Facebook's analytical tools can help demonstrate impact and also shared how the tools provide specific metrics of engagement with the online group. Although not everyone is expected to participate, they found that some group members enjoyed reading and seeing posts that helped get them through some challenging times as a carer even if they were not fully engaged in posting to the group page. This naturally led to a discussion that sort of built on a theme from last month's episode around how online resources and support groups can be an

important place for individuals in rural areas who might feel some sort of shame seeking out help in real life. Finally, Liam and Zoe also mention how engaging online might not be for everyone but that through the Facebook page they are able to reach a group of people that they have never reached before. This is part of the power and allure of social media for many organizations and when done well can result in some amazing outcomes. I hope you enjoy this month's episode of the podcast.

As usual, I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Links of Interest:

Care Alliance Ireland

<https://www.carealliance.ie/>

Care Alliance Ireland on Twitter

@CareAllianceIrl (<https://twitter.com/CareAllianceIrl>)

Care Alliance Ireland Facebook Group (Private Group)

<https://www.facebook.com/groups/FamilyCarerOnlineSupportGroupIreland/>

Email Care Alliance Ireland

info@carealliance.ie

National Carers Week on Facebook

<https://www.facebook.com/nationalcarersweek>

Research:

Incorporating Facebook into Nonprofit Supports for Family Caregivers: Reflections on its Value and Relevance

(<https://www.tandfonline.com/doi/abs/10.1080/15228835.2019.1620669?journalCode=wths20>)

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[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7

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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, September 14). #10 – Incorporating Facebook into Nonprofit Supports for Family Caregivers: An Interview with Liam O’Sullivan and Zoe Hughes. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/incorporating-facebook-into-nonprofit-supports-for-family-caregivers-an-interview-with-liam-o-sullivan-and-zoe-hughes/>

Episode 11 of the husITa Podcast

Published: October 05, 2021

Author: Jimmy Young

Categories: Uncategorized

Original URL: <https://husita.org/episode-11-of-the-husita-podcast/>

husITa Pioneers Project Part One: An interview with Walter LaMendola and Hein DeGraaf from the 2018 husITa Conference in Dublin, Ireland

Author: Jimmy A. Young, PhD

This month's

episode (<https://husita.podbean.com/e/husita-pioneers-project-part-one-an-interview-with-walter-lamendola-and-hein-degraaf-from-the-2018-husita-conference-in-dublin-ireland/>)

is just a bit different as we have guest host Jonathan Singer from the

Social Work Podcast (<https://socialworkpodcast.blogspot.com/>)

coming back to the future from the

husITa Dublin (<https://www.husita.org/report-on-dublin-conference-for-husita-board-meeting/>)

conference in 2018. Dr. Singer interviewed Walter LaMendola and Hein DeGraaf about the founding of husITa. This particular Pioneers of husITa project has actually been a few years in the making and we, the board of husITa, are happy to finally have a home for these recordings that can be shared and consumed widely.

The discussion followed a couple of different topics, but I find it incredibly interesting that Dr. LaMendola was creating courses on technology and bringing up issues related to marginalization of and oppression of vulnerable populations via technology decades ago. Despite the animosity to tech from some social workers, Dr. LaMendola persisted in advocating for the ethical and appropriate use of technology. We get a bit more history of how Dr. LaMendola became interested in technology and focused some of his studies on the topic. He shared some key moments in the history of husITa such as how he and Dick Schoech used one of the first networking society platforms of a very rudimentary Internet as well as the development of the husITa conferences and early support from the company AT&T.

About halfway through we transition the interview to include Hein DeGraaf, who began his involvement with husITa as a social researcher for the Ministry of Holland. He states that he was not truly involved in the academics of technology at that time but instead researching many different social issues. He was actually quite interested in the gaming aspect of technology and came across a bulletin board from Dick Schoech about a technology related conference. It was at this conference where Hein and Walter met, and he realized how important computers were becoming for the social aspects of human interaction. Dr. DeGraaf relates some interesting stories about resistance to tech such as computer cords being cut, and clients or service users being told that computers were not for them. Thankfully, Dr. DeGraaf also persisted with information communication technologies and created

ENITH ([https://en.wikipedia.org/wiki/HusITa#The_European_Network_for_Information_Technology_in_Human_Services_\(ENITH\)](https://en.wikipedia.org/wiki/HusITa#The_European_Network_for_Information_Technology_in_Human_Services_(ENITH)))

, or the European Network for Information Technology in Human Services. I found this conversation incredibly enlightening and funny, especially the "Can you Hear me" bit that is obviously now famous in our modern context of mobile phones. I think this conversation is very meaningful to help one understand a bit of social work tech history. I fully appreciate the ideas for husITa's future that were

presented in this conversation and would add to the call for husITa to do more and encourage you to join us in our efforts.

I hope you enjoy this month's episode and please share this podcast with your networks. I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Links of Interest

:

History of husITa Wikipedia page -
<https://en.wikipedia.org/wiki/HusITa>

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Podcast Homepage:
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LinkedIn:
husITa (<https://www.linkedin.com/groups/3438576/>)

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[www.husITa.org](http://www.husita.org/) (<http://www.husita.org/>)

APA (7
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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, October 5). #11 – husITa Pioneers Project Part One: An interview with Walter LaMendola and Hein DeGraaf from the 2018 husITa Conference in Dublin, Ireland. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/husita-pioneers-project-part-one-an-interview-with-walter-lamendola-and-hein-degraaf-from-the-2018-husita-conference-in-dublin-ireland/>

Episode 12 of the husITa Podcast

Published: November 05, 2021

Author: Jimmy Young

Categories: Uncategorized

Tags: health, Podcast, screening tool

Original URL: <https://husita.org/episode-12-of-the-husita-podcast/>

Leveraging Technology to Reduce Literacy Barriers on Social Health Screening Tools: An Interview with Dr. Kaprea Johnson and Dr. Dana Brookover

Author: Jimmy A. Young, PhD

In this month's

episode (<https://husita.podbean.com/?p=17971636&token=2c9ac8fdca6dafa30b1e133bb3ab2768>)

I interview Dr. Kaprea Johnson and Dr. Dana Brookover about their article

"Leveraging Technology to Reduce Literacy Barriers on Social Health Screening Tools: Implications for Human Service Professionals and Administrators,"

which was published in the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/abs/10.1080/15228835.2020.1837052?journalCode=wths20>)

earlier in 2021. Dr. Johnson is a tenured full Professor at the Ohio State University in the Department of Educational Studies. Her interests are broadly situated in interrogating education and healthcare systems as it relates to addressing social determinants of health needs, equity, access, and justice. Dr. Johnson has held positions at Old Dominion University, Virginia Commonwealth University, and has received over \$5 million in grant funded projects. Dr. Dana Brookover is currently an assistant professor at the University of Scranton in the Department of Counseling & Human Services. She was formerly a licensed professional school counselor in Virginia and received her PhD from Virginia Commonwealth University in 2020. Her research interests include social determinants of health and equitable college and career readiness.

I have to admit I was very excited to connect with them because of our shared experience of Virginia Commonwealth University, where I completed my doctoral studies. We talked about how they used Universal Design Learning (UDL) principles to develop an electronic screen tool that employed photos and animations to help individuals understand the questions on a specific screening tool and make it more accessible everyone. I was surprised to learn that some of the pictures were normal photographs but that they also used hand drawn pictures as well. Dr. Johnson explained how any organization that wanted to utilize photographs in their screening tools can actually find freely available pictures via Google and some other websites. These tools were presented using iPads or tablets and I think it presents a great avenue to interface with electronic health records and workflow within agencies or community based clinics. We talked about some ideas for getting started with health screening tools, collaborations with colleges and universities, as well as with artists and other resources within a community. They also reminded me about the flexibility of these types of tools in that they can also still be printed out on paper if needed and how technology can help with decision making. Overall, I fully appreciated this discussion and thinking through how organizations and agencies can leverage technology in innovative ways.

As usual, I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes

and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. See you next month.

Links of Interest:

Dr. Kaprea Johnson on Twitter
@DrKaprea (<https://twitter.com/DrKaprea>)

Dr. Dana Brookover on Twitter
@BrookoverDana (<https://twitter.com/BrookoverDana>)

Find help in the U.S. -
<https://www.findhelp.org/>

husITa Links:

Podcast Homepage:
<https://husita.podbean.com/>

Twitter:
@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:
husITa (<https://www.linkedin.com/groups/3438576/>)

Facebook:
<https://www.facebook.com/husITaOrg>

Listserv Instructions:
<http://www.husita.org/connect/mailling-list/>

husITa home page:
[www.husITa.org \(http://www.husita.org/\)](http://www.husita.org/)

APA (7
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Ed) citation for this podcast:

Young, J. A. (Producer). (2021, November 5). #12 – Leveraging Technology to Reduce Literacy Barriers on Social Health Screening Tools: An Interview with Dr. Kaprea Johnson & Dr. Dana Brookover. [Audio Podcast].

husITa Podcast

. Retrieved from <https://husita.podbean.com/e/leveraging-technology-to-reduce-literacy-barriers-on-social-health-screening-tools-an-interview-with-dr-kaprea-johnson-and-dr-dana-brookover/>

2021 Best App Award

Published: November 15, 2021

Author: Oleksandr Kondrashov

Categories: Uncategorized

Original URL: <https://husita.org/2021-best-app-award/>

husITa is proud to announce the Best Human Service Application Awards. The purpose of this competition is to recognize outstanding software applications that support husITa's mission—promoting the ethical and effective use of information technology to better serve humanity.

Description

This award recognizes outstanding software applications (app) that support husITa's mission, i.e., promoting the ethical and effective use of information technology to better serve humanity.

An app is any use of computer or mobile device hardware, software, and communications to address a human-service problem or a personal challenge.

- Any individual, group, or organization can submit a nomination for the award. Self-nominations are welcomed.
- All submissions are considered copyrighted with copyright owned by those submitting. husITa requires permission only to publicize the recipients of the award, their contact information, and a brief description of their app along with a picture or video from the award winners and runners up.
- Up to 5 nominations can be submitted by an individual, group, or organization.
- The online submission form should contain no more than 1000 words, i.e., the rough equivalent of two single spaced pages.

Review Criteria

- User value: (25%) Impact on users and benefit to humanity.
- Sustainability of the app: (25%) What steps have been taken to insure the app will continue to evolve as technology and human service solutions evolve?
- Effectiveness: (25%) Previous awards, expert testimony, effectiveness research, or feedback from users.
- Users: (20%) Number of potential end-users and number of current users.
- Support: (5%) List financial and donated resources along with their sources that are currently

available and anticipated along with ideas about how the \$1000 will be used to further the impact of the app.

Award Timeline

- Announcement of the Award and solicitation of nominations. NOW.
- Deadline for nominations will be December 5 , 2021
- Reviews of the nominations and judging will be completed by December 10, 2021.
- Winners notified by December 15, 2021 with full announcement of the award by December 20, 2021.

Please use the following link to submit your nomination

https://csusm.co1.qualtrics.com/jfe/form/SV_d68kHDkwa20YvoV

Episode 13 of the husITa Podcast

Published: December 22, 2021

Author: Jimmy Young

Categories: Uncategorized

Original URL: <https://husita.org/episode-13-of-the-husita-podcast/>

Year in Review, Indefinite Hiatus, & Enhancing New Media Literacies through a Participatory Learning Environment

Author: Jimmy A. Young, PhD

This month's

episode (<https://husita.podbean.com/?p=18217962&token=fafe96afecc97092aab2a68a67317d91>) is rather different. I found it challenging to secure a guest for December given that I really only have/had the first two weeks of this month to conduct an interview, and nothing really materialized. Therefore, I took a little personal liberty and decided to give a year-in-review style update and share my own recently published article from the in the

Journal of Technology in Human Services

(<https://www.tandfonline.com/doi/full/10.1080/15228835.2021.2004572>)

titled

"Enhancing New Media Literacies of Social Work Students through a Participatory Learning Environment,"

which was co-authored with Ryan Ronquillo.

2021 in Review:

<https://www.husita.org/wp-content/uploads/2021/12/Screen-Shot-2021-12-22-at-1.35.01-AM.png>

Thank you to the Five Followers!!!

Our listeners are primarily located in the following countries.

<https://www.husita.org/wp-content/uploads/2021/12/Screen-Shot-2021-12-22-at-1.36.01-AM.png>

Nearly 40% of our listeners tune in using Google Chrome, followed by 14% using Safari, and 11% using Spotify.

<https://www.husita.org/wp-content/uploads/2021/12/Screen-Shot-2021-12-22-at-1.38.08-AM.png>

The most downloaded episodes include the interview with Dr. Laura Nissen about Social Work & the Future in a Post COVID world, followed by the interview with Dr. Erica Nason & Dr. Mark Trahan discussing Virtual Reality Treatment & Exposure Therapy, and in third place is the interview with Dr. Walter LaMendola exploring husITa's past and discussing social work, social technologies, and sustainable community development.

This current episode is one of the shorter ones and so I will not share as much here other than the links to my own blog, New Media Literacies, and Connected Learning. However, I will say that this study on Enhancing New Media Literacies with a Participatory Learning Environment was super fun, really engaging, and left me with hope for the future. I think new media literacies can transform social work education and practice, but we have to start now to shape the future. I also want to share a big thank you to everyone who has supported the Podcast. Be well and Happy New Year.

As usual, I want to note that these blog posts are mainly place holders for any links and information that we thought would be good to share with our audience. The Posts will eventually also be home to the episode transcripts. We welcome any digital volunteers who would like to transcribe the episodes and if you feel so inclined, please reach out to us via our Contact page (<http://www.husita.org/contact-us/>) or on social media. Let us know if you have any questions, comments, or suggestions. Finally, a programming note that the husITa podcast will be on hiatus indefinitely as I am taking a break to focus on some other opportunities. I may help produce episodes in the future so it's not goodbye, just so long for now.

Links of Interest

:

Participatory Culture and Web 2.0: Brining New Media Literacies to Social Work Education (<https://jimmysw.com/2012/10/31/participatory-culture-and-web-2-0-bringing-new-media-literacies-to-social-work-education/>)

Assessing New Media Literacies in Social Work Education: The Development and Validation of a Comprehensive Assessment Instrument (<https://www.tandfonline.com/doi/full/10.1080/15228835.2014.998577>)

White Paper: Confronting the Challenges of Participatory Culture: Media Education for the 21 st Century (<https://www.macfound.org/press/grantee-publications/white-paper-confronting-the-challenges-of-participatory-culture-media-education-for-the-21st-century-by-henry-jenkins>)

Connected Learning: An Agenda for Research and Design (https://dmlhub.net/wp-content/uploads/files/Connected_Learning_report.pdf)

husITa Links:

Podcast Homepage:

<https://husita.podbean.com/>

Twitter:

@husITaOrg (<https://twitter.com/husITaOrg>)

LinkedIn:

husITa (<https://www.linkedin.com/groups/3438576/>)

Facebook:

<https://www.facebook.com/husITaOrg>

Listserv Instructions:

<http://www.husita.org/connect/mailling-list/>

husITa home page:

www.husita.org (<http://www.husita.org/>)

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Ed) citation for this podcast:

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husITa Podcast

. Retrieved from <https://husita.podbean.com/e/year-in-review-indefinite-hiatus-enhancing-new-media-literacies-through-a-participatory-learning-environment/>

Media references from the original post:

Image —

<https://www.husita.org/wp-content/uploads/2021/12/Screen-Shot-2021-12-22-at-1.35.01-AM-1024x315.png>

Image — <https://www.husita.org/wp-content/uploads/2021/12/Screen-Shot-2021-12-22-at-1.36.01-AM.png>

Image — <https://www.husita.org/wp-content/uploads/2021/12/Screen-Shot-2021-12-22-at-1.38.08-AM.png>

Winners of the Best Human Services App Award 2022

Published: August 29, 2022

Author: Jimmy Young

Categories: Uncategorized

Tags: Best App Award

Original URL: <https://husita.org/winners-of-the-best-human-services-app-award-2022/>

<https://www.husita.org/wp-content/uploads/2022/08/Screen-Shot-2022-08-29-at-3.23.30-PM.png>

By Oluwagbemiga Oyinlola

, August 29, 2022

The Human service Information Technology association (husITa) is very delighted to announce the winners of the Best Human Services App Award for 2022. The association have designed the award to recognize outstanding software applications that supports the mission of husITa which is promoting the ethical and effective use of information technology to better serve humanity. The award supports an individual, group, or organization to address a human-service problem or personal challenge. Submissions were judged by a panel of husITa Board Members and an outside computer scientist using a set of five criteria including

Purpose

or creating problem solving

, Sustainability of the app

such as outside financial support to ensure the app will continue to grow and how the Award will be used

, Effectiveness

or various key milestones in the app's development

, User Value

or the number of potential end-users and number of currentusers and how it might benefit them

,

and

Technical Design

.

The judges awarded the Best App Award to John Torous and his team for the development of mindLAMP (<https://www.digitalpsych.org/lamp.html>)

. This app is a community built digital platform intuitively designed and engineered for clinical insights and research methods in digital medicine built upon its robust data server, protocol, and the automations framework.

The

mindLAMP (<https://www.digitalpsych.org/lamp.html>)

enables patient to take surveys, play cognitive games, access helpful tips and resources, or do meditation and breathing exercises; when enabled and configured, the app collects sensor data from the mobile device's accelerometer, GPS, pedometer, and more in the background without interrupting the patient. It also collects metadata about the patient's use of the app, like how long certain questions took to answer in a survey, or which helpful tips they appreciated the most, and uploads the data securely to a server an organization owns. The many robust components of the

mindLAMP (<https://www.digitalpsych.org/lamp.html>) app is working together to automate workflows and simplify clinic and data management. Today, the mindLAMP (<https://www.digitalpsych.org/lamp.html>) platform is indexed in the World Health Organizations Digital Health Atlas, used around the globe by many research groups, and implemented in busy community clinics, including at major Harvard Medical School teaching hospitals.

The winners have also provided a brief video which can be seen below.

<https://youtu.be/dyhP2Tb8itQ>

Media references from the original post:

Image — <https://www.husita.org/wp-content/uploads/2022/08/Screen-Shot-2022-08-29-at-3.23.30-PM.png>

New Chair of husITa!!!

Published: March 01, 2023

Author: Jimmy Young

Categories: Uncategorized

Original URL: <https://husita.org/new-chair-of-husita/>

The governing board of husITa is extremely excited to announce Alexis Speck Glennon, LCSW-R, as the next Chair of the Board. Here is a short Bio for Alexis:

Alexis Speck Glennon

, LCSW-R is a Doctor of Social Work candidate at the University at Buffalo, Core Faculty at Union Institute and University, and private practice practitioner. Her research area is digital literacy skills for social workers and the social work profession's role in tech justice. She also loves to connect via Twitter

@alexis_glennon (https://twitter.com/alexis_glennon)

to keep the #SWTECH conversation going!

We would also like to thank Melanie Sage as the outgoing Chair for all of her work during the past several years. We have more work to do and the future of husITa is bright.